Multimedia Contact Center Setup and Operation Guide

BCM50 3.0
Contact Center

Document Status: **Standard**
Document Number: **NN40040-300**
Document Version: **02.01**
Date: **August 2007**

NORTEL

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How to get help

This section explains how to get help for Nortel products and services.

Getting Help from the Nortel Web site

The best way to get technical support for Nortel products is from the Nortel Technical Support Web site:

http://www.nortel.com/support

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. More specifically, the site enables you to:

- download software, documentation, and product bulletins
- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

Getting Help over the phone from a Nortel Solutions Center

If you don't find the information you require on the Nortel Technical Support Web site, and have a Nortel support contract, you can also get help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following Web site to obtain the phone number for your region:

http://www.nortel.com/callus

Getting Help from a specialist by using an Express Routing Code

To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To locate the ERC for your product or service, go to:

http://www.nortel.com/erc

Getting Help through a Nortel distributor or reseller

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller.

Chapter 1
Getting started

About this guide

This guide assists a Contact Center administrator with installing and configuring Multimedia Contact Center for Nortel Business Communications Manager (BCM).

Audience

This guide is intended for people who install and configure the Multimedia Contact Center application. This guide assumes that you are familiar with using Element Manager and CallPilot Manager. For more information, see the BCM *Administration Guide* and the *CallPilot Manager Set Up and Operations Guide.*

Acronyms

The following is a list of acronyms used in this guide.

Table 1

Acronym	Description
BCM	Business Communications Manager
CLID	Calling line identifier
DNIS	Dialed number identification service
ERC	Express routing code
PSTN	Public switched telephone network

Symbols and text conventions

These symbols are used to highlight critical information for the BCM system:

Caution: Alerts you to conditions where you can damage the equipment.

Danger: Alerts you to conditions where you can get an electrical shock.

Warning: Alerts you to conditions where you can cause the system to fail or work improperly.

Note: Alerts you to important information.

Tip: Alerts you to additional information that can help you perform a task.

These conventions and symbols are used to represent the Business Series Terminal display and dialpad.

Convention	Example	Used for
Word in a special font (shown in the top line of the display)	Pswd:	Command line prompts on display telephones.
Underlined word in capital letters (shown in the bottom line of a two line display telephone)	PLAY	Display option. Available on two line display telephones. Press the button directly below the option on the display to proceed.
Dialpad buttons	#	Buttons you press on the dialpad to select a particular option.

These text conventions are used in this guide to indicate the information described.

Convention	Description
bold Courier text	Indicates command names and options and text that you need to enter. Example: Use the **info** command. Example: Enter **show ip** {**alerts**|**routes**}.
italic text	Indicates book titles
plain Courier text	Indicates command syntax and system output (for example, prompts and system messages). Example: Set Trap Monitor Filters
FEATURE HOLD RELEASE	Indicates that you press the button with the coordinating icon on whichever set you are using.

Related publications

This document refers to other related publications, which appear in the following list. To locate specific information, you can see the Master Index of BCM50 Library.

CallPilot Manager Set Up and Operation Guide (NN40090-300)

Contact Center Set Up and Operation Guide (NN40040-301)

Keycode Installation Guide (NN40010-301)

Multimedia Contact Center Web Developer Guide (NN40040-100)

Chapter 2
Multimedia Contact Center overview

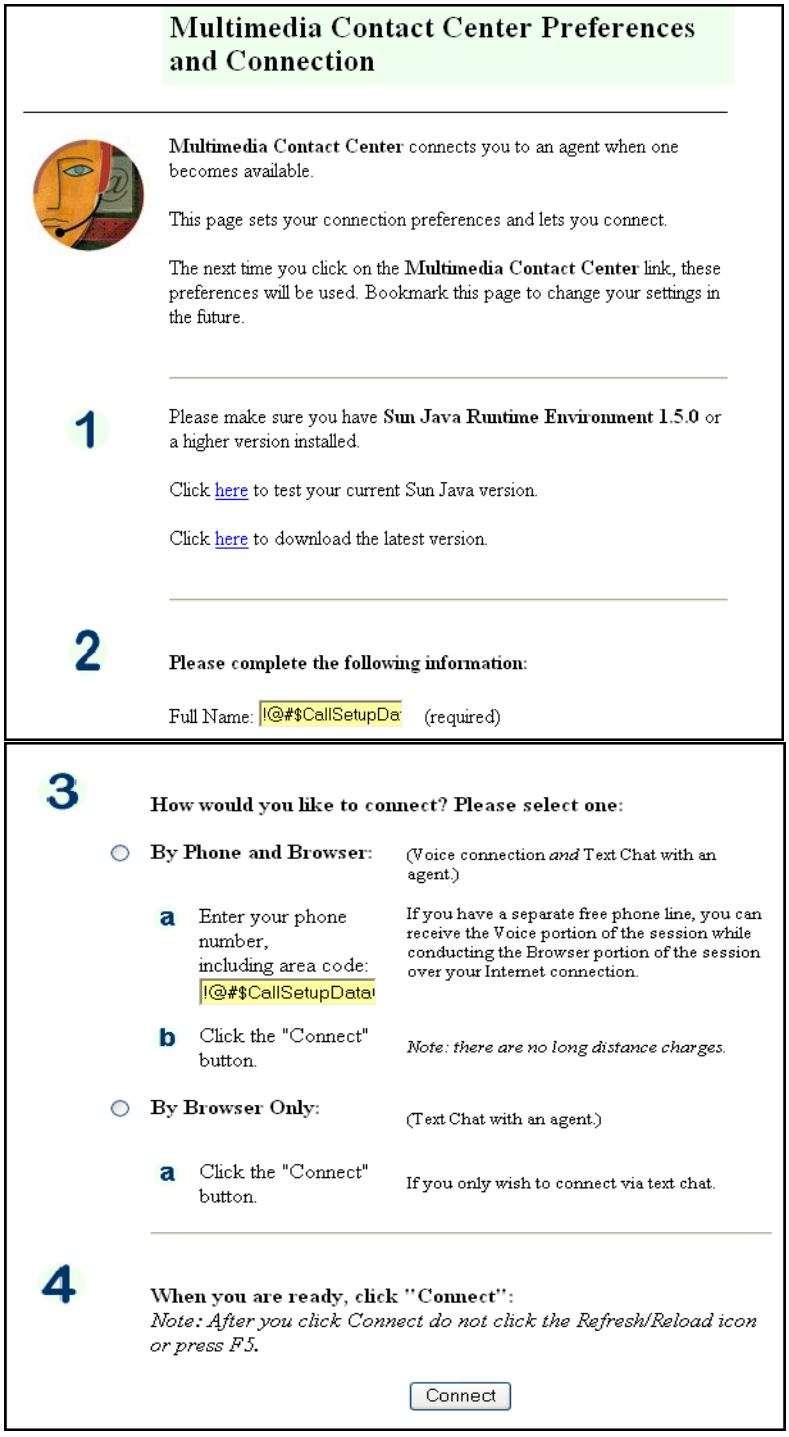
With Multimedia Contact Center, agents and callers can participate in multimedia calls that include:

- speaking over a public switched telephone network (PSTN) voice connection
- text chatting
- exchanging and viewing web pages
- viewing screen captures sent by an agent

In this document, the server that Multimedia Contact Center is installed on is referred to as <bcmip>
where:
<bcmip> is the ip address of the BCM system

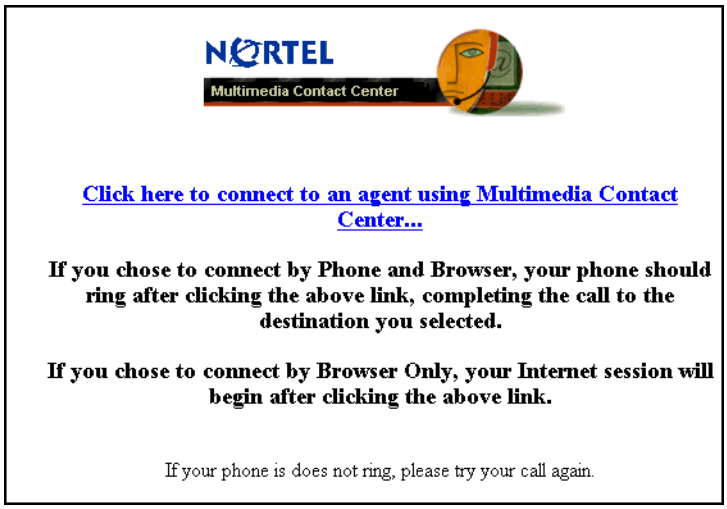
How Multimedia Contact Center works for callers

When callers on a web site click a multimedia HTML link, the Call setup page appears.


Multimedia Contact Center Preferences and Connection
Multimedia Contact Center connects you to an agent when one becomes available.
This page sets your connection preferences and lets you connect.
The next time you click on the Multimedia Contact Center link, these preferences will be used. Bookmark this page to change your settings in the future.
1
Please make sure you have Sun Java Runtime Environment 1.5.0 or a higher version installed.
Click here to test your current Sun Java version.
Click here to download the latest version.
2
Please complete the following information:
Full Name: !@#$CallSetupDa (required)
3
How would you like to connect? Please select one:
By Phone and Browser: (Voice connection and Text Chat with an agent.)
a Enter your phone number, including area code: !@#$CallSetupData
If you have a separate free phone line, you can receive the Voice portion of the session while conducting the Browser portion of the session over your Internet connection.
b Click the "Connect" button.
Note: there are no long distance charges.
By Browser Only: (Text Chat with an agent.)
a Click the "Connect" button.
If you only wish to connect via text chat.
4
When you are ready, click "Connect":
Note: After you click Connect do not click the Refresh/Reload icon or press F5.
Connect

In the call setup page, callers specify their calling preferences. Callers can access the media types based on their needs and resources. Callers with separate data and PSTN voice lines can have a PSTN voice call while they view, receive, or even send web pages to agents. For information on Multimedia Contact Center call types, see "Multimedia Contact Center call types" on page 18.

After a caller specifies their preferences, by clicking the Connect button, the following confirmation page displays.

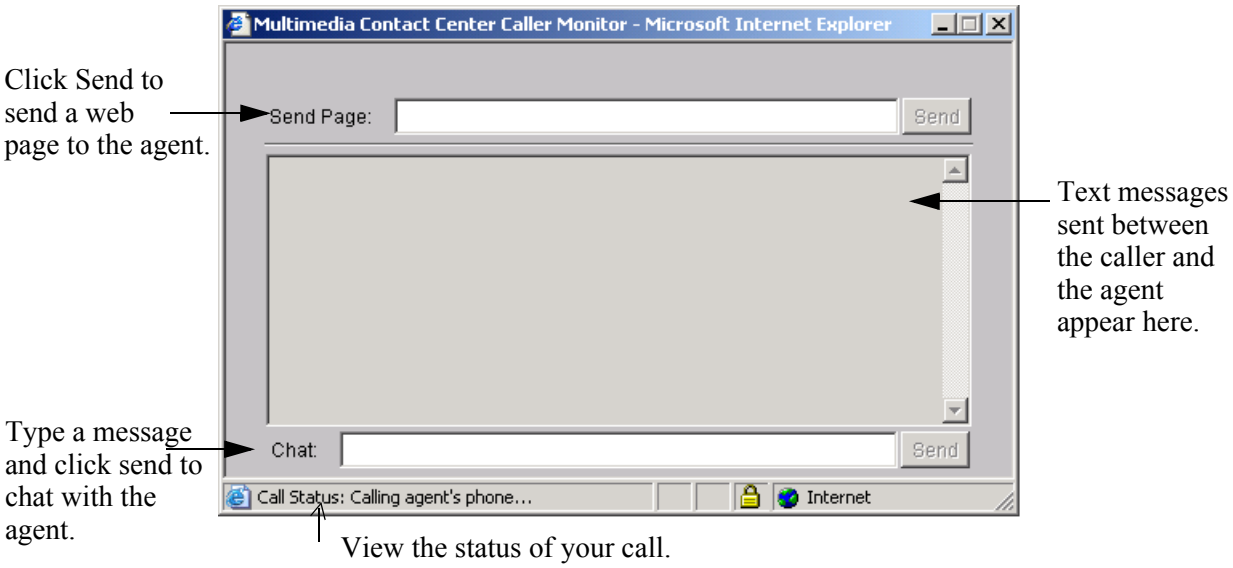

NORTEL
Multimedia Contact Center
Click here to connect to an agent using Multimedia Contact Center...
If you chose to connect by Phone and Browser, your phone should ring after clicking the above link, completing the call to the destination you selected.
If you chose to connect by Browser Only, your Internet session will begin after clicking the above link.
If your phone is does not ring, please try your call again.

After the caller clicks the link, Click here to connect to an agent using Multimedia Contact Center, the multimedia call enters the Contact Center. Based on the rules created by the Contact Center administrator, the request for an agent is sent to the appropriate skillset. If an agent is not immediately available, the caller can receive periodic HTML messages (web refresh). The Contact Center administrator programs these messages. The messages can thank callers for their interest, inform them that there are no agents currently available, and tell them that they will be connected to the first available agent.

When the call is answered by an agent, the Multimedia Contact Center caller interface appears in the caller's web browser (see "Multimedia Contact Center caller interface" on page 16).

Multimedia Contact Center caller interface

The caller interface has one window that lets the caller control the progress of the call and to send web pages to the agent.


Multimedia Contact Center Caller Monitor - Microsoft Internet Explorer
Send Page:
Send
Chat:
Send
Call Status: Calling agent's phone...
Internet
Click Send to send a web page to the agent.
Text messages sent between the caller and the agent appear here.
Type a message and click send to chat with the agent.
View the status of your call.

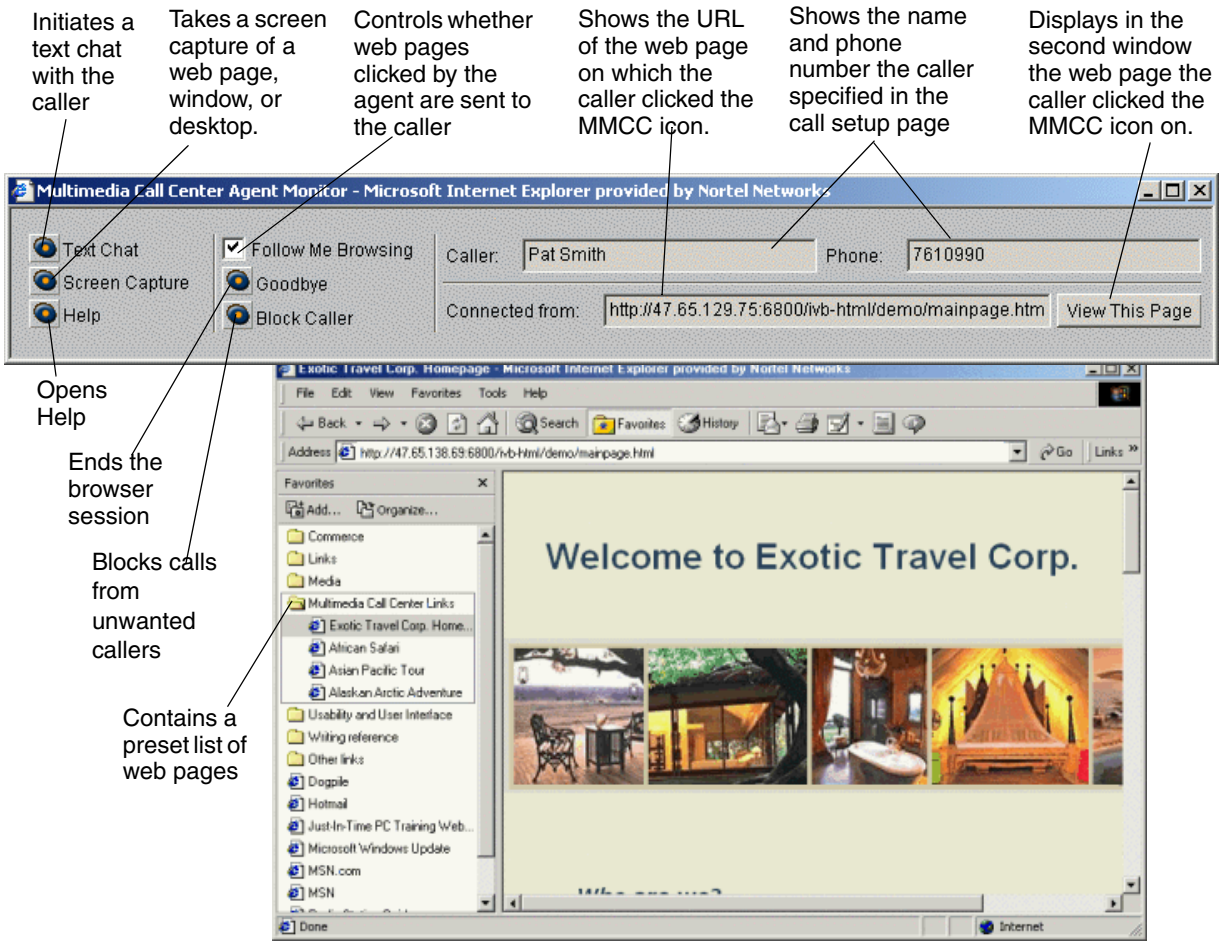
How Multimedia Contact Center works for agents

Depending on the call preferences the caller has requested in the call setup page, the agent can have a browser-only or a phone- and-browser call with the caller. The agent can use follow-me browsing to show the caller a sequence of web pages. The agent can also send pages or screen captures, or have a text chat with the caller.

For a phone-and-browser call, the agent must answer the phone, and then the agent interface and browser window appear on the agent's computer. For a browser-only call, the agent interface and browser window appear immediately, so the agent cannot decline this type of call. The agent's browser window shows the web page that the caller originally clicked to start the Multimedia Contact Center call.

Multimedia Contact Center agent interface

The Multimedia Contact Center agent interface has two windows. The first window lets an agent control the progress of the call. The second window displays the Multimedia Contact Center web pages that the agent sends to a caller, or that a caller sends to them.


Initiates a text chat with the caller
Takes a screen capture of a web page, window, or desktop.
Controls whether web pages clicked by the agent are sent to the caller
Shows the URL of the web page on which the caller clicked the MMCC icon.
Shows the name and phone number the caller specified in the call setup page
Displays in the second window the web page the caller clicked the MMCC icon on.
Multimedia Call Center Agent Monitor - Microsoft Internet Explorer provided by Nortel Networks
Text Chat
Screen Capture
Help
Follow Me Browsing
Goodbye
Block Caller
Caller:
Pat Smith
Phone:
7610990
Connected from:
http://47.65.129.75:6800/ivb-html/demo/mainpage.htm
View This Page
Opens Help
Ends the browser session
Blocks calls from unwanted callers
Contains a preset list of web pages
Welcome to Exotic Travel Corp.

Multimedia Contact Center call types

Callers with a PSTN voice connection and a data connection, and callers with only a data connection can have a multimedia session with a Multimedia Contact Center agent.

Phone and browser calls

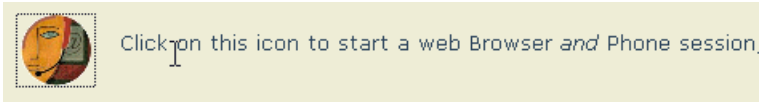
Phone and browser calls (PSTN voice and data) are routed by Contact Center to agents.

Agent-centric call	After a caller clicks the Multimedia Contact Center icon, the Contact Center phones the caller when an agent is available. The Contact Center then connects the call to the agent.

How phone and browser calls are routed to agents

For this type of call, the caller has a separate PSTN voice and Internet connection, and is not using the telephone.

1 The caller clicks the Multimedia Contact Center icon on a web page.



The Multimedia Contact Center Preferences and Connection page appears.

Note: If cookies are enabled, preferences from the caller's previous call (if any) appear in the page.

2 The caller completes the set up procedure. The caller:

- **a** verifies that their version of Sun Java Runtime Environment is the most recent version (1.5.0 or higher), and downloads the most recent version if theirs is not.
- **b** enters their full name.
- **c** selects the **By Phone and Browser** radio button (a PSTN voice call with co-browsing and text chat with an agent).
- **d** enters their phone number, with area code, in the phone number field.

e clicks **Connect.**

The Caller Setup confirmation page appears.

f clicks the link **Click here to connect to an agent using Multimedia Contact Center.** A request for an agent is sent over the IP network to the Contact Center.

The Multimedia Contact Center caller interface is launched in a new browser window on the caller's PC.

Note: While the caller is waiting, web-refreshed HTML pages appear in their browser. These pages correspond to the announcements callers hear on a PSTN voice call. A new web page can be pushed for every Contact Center announcement.

Note: Because the Multimedia Contact Center application is real-time response product, agents must remove or disable any power-saving settings that can affect the response time of the agent to the caller.

3 When a Multimedia Contact Center agent becomes available, the caller's phone rings.

4 The caller answers the call.

5 The Contact Center routes the phone (PSTN voice) portion of the call to the Multimedia Contact Center agent.

The agent's set rings and displays "www:ss" (where ss = skillset number) to signify that the call is a multimedia call.

6 The agent answers the call on their set and the agent's and the caller's audio path are connected, and the agent and caller's web pages are synchronized.

The Multimedia Contact Center agent interface is launched in a new browser window on the agent's PC.

7 The agent sends appropriate web pages to the caller. The agent can have a text chat session with the caller.

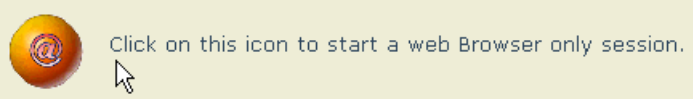
Note: All agents must close unused browser windows at the end of a browser session for either a phone and browser call or a browser-only call to ensure that the next call opens in a new and full-sized browser window.

Browser-only calls

For this type of call, the caller needs an Internet connection. A browser-only call (data only call) can include text chat and web pages that the agent sends to the caller.

How a browser-only call works

1 The caller clicks the Multimedia Contact Center icon on a web page.



The call setup page appears.

Note: If cookies are enabled, preferences from the caller's previous call (if any) appear in the page.

2 The caller completes the set up procedure. The caller

- **a** verifies that their version of Sun Java Runtime Environment is the most recent version (1.5.0 or higher), and downloads the most recent version if theirs is not.
- **b** enters their full name.
- **c** selects the **By Browser Only** radio button (co-browsing and text chat with an agent).
- **d** clicks **Connect.**

  The Caller Setup confirmation page appears.
- **e** Clicks the link **Click here to connect to an agent using Multimedia Contact Center.** A request for an agent is sent over the IP network to the Contact Center.

The Multimedia Contact Center caller interface is launched in a new browser window on the caller's PC.

Note: While the caller is waiting, web-refreshed HTML pages appear in their browser. These pages correspond to the announcement callers hear on a PSTN voice call. A new web page can be sent by an agent for every Contact Center announcement, along with information such as the number of agents in the skillset and the number of calls in the skillset. For a full list of CGI parameters, see the *Multimedia Contact Center Web Developer Guide*.

Note: Because the Multimedia Contact Center application is real-time response product, agents must remove or disable any power-saving settings that can affect the response time of the agent to the caller.

3 When a Multimedia Contact Center agent is available, the Multimedia Contact Center agent interface is launched in a new browser window on the agent's PC (see "Multimedia Contact Center agent interface" on page 17).

The agent and caller web pages are synchronized.

4 The agent pushes appropriate web pages to the caller. The agent can have a text chat session with the caller.

Note: If you add a restriction to the Voicemail DN, you also restrict all outcalling calls, including external transfers from CCR Trees, Off-premise Message Notification, and Outbound Transfers.

Requirements for using CallPilot Manager to set up Multimedia Contact Center

You set up Multimedia Contact Center using CallPilot Manager, the web-based administration tool. You access CallPilot Manager with a web browser from a computer on your network.

System requirements

Before you use CallPilot Manager to set up Multimedia Contact Center, you must have your Business Communications Manager (BCM) system configured and the BCM software installed. To enable a keycode, see "Enabling Multimedia Contact Center" on page 24.

Computer requirements

The computer you use to run CallPilot Manager must have:

- Windows 2000 Professional SP4 or Windows XP Professional SP2
- 64 MB RAM and 10 MB disk space
- minimum screen resolution of 1024 by 768 pixels
- all power-saving settings on the PC removed or disabled

Browser requirements

To use CallPilot Manager you must have:

- Java Runtime Environment version 1.5.0 or higher (you can download the latest version of JRE from the Java web site)
- either Microsoft Internet Explorer 5.01 or later, or Netscape Communicator 4.8, 6.1x, 6.2x and, 7.x

If you use Netscape Communicator, set the following parameters:

- **Enable Java:** on
- **Cached document comparison:** every time

If you use Microsoft Internet Explorer, set the following parameters:

- Check for newer versions: every visit to the page
- Java JIT compiler enabled: on

If you use Microsoft Internet Explorer 7.0, set these additional parameters:

- Add the BCM IP address to the trusted site list.
- Allow phishing for the BCM IP address.

For more information about these settings, see your web browser online Help.

For more information about using CallPilot Manager or Nortel Contact Center, see the *CallPilot Manager Set Up and Operation Guide* and the *Contact Center Set Up and Operation Guide*.

Chapter 3
Setting up Multimedia Contact Center

Setting up Multimedia Contact Center involves:

- Creating a user account for Multimedia Contact Center
- Enabling Multimedia Contact Center
- Setting Multimedia Contact Center parameters
- Assigning routing to Multimedia Contact Center calls
  - Routing tables
- Routing Multimedia Contact Center calls using the CLID/DNIS Routing table
- Assigning a callback route for Multimedia Contact Center
- Configuring outdialing using PRI lines
- Assigning an outgoing line to a line pool
- Creating a Multimedia Contact Center dial plan
  - Example of a dial plan that restricts calls based on their country
- Setting the maximum number of outcalling channels
- Configuring the Dialing Translation Table

Creating a user account for Multimedia Contact Center

In Element Manager you can create user accounts that allow several people to have access to Multimedia Contact Center settings. A user account allows users to access their own information, but not anyone else's.

For example, if you have a web developer who creates custom web pages for your business, you can create a user account for them. This gives them their own user ID and password that gives them access to certain tasks; for example, downloading and uploading web pages, and viewing web page lists. Another example: ABC Computers has weekly specials and wants to update their information weekly. You can create a user account for ABC Computers that lets anyone who has the user ID update their web pages.

Enabling Multimedia Contact Center

You require a keycode to enable software features on the Business Communications Manager (BCM) system. The keycode is a 24-digit code that authenticates the feature or bundle of features you purchased for your BCM. To enable Multimedia Contact Center, the keycode must include this feature.

To obtain a keycode you require the following:

- feature authorization code for the BCM
- system ID

The authorization code is a six-digit code you receive for each of the features you purchase. The authorization code is on the label affixed to the keycode information sheet. You enable Multimedia Contact Center by enabling the Multimedia Contact Center authorization code on the BCM Element Manager.

For more information on the keycode and authorization codes, as well as steps for installing a keycode and authorization codes, see the *Keycode Installation Guide*.

Setting Multimedia Contact Center parameters

You must define the public host name parameter. Multimedia Contact Center parameters are set using CallPilot Manager.

Note: If your BCM is behind a firewall or proxy server, you must set the firewall or proxy server TCP ports 443 and 4200 to forward inbound traffic to the BCM.

For more information on how to set inbound filters, see the documentation for your firewall or proxy server. If you have a BCM firewall, see the *Networking Configuration Guide*.

To set the Multimedia Contact Center public host name

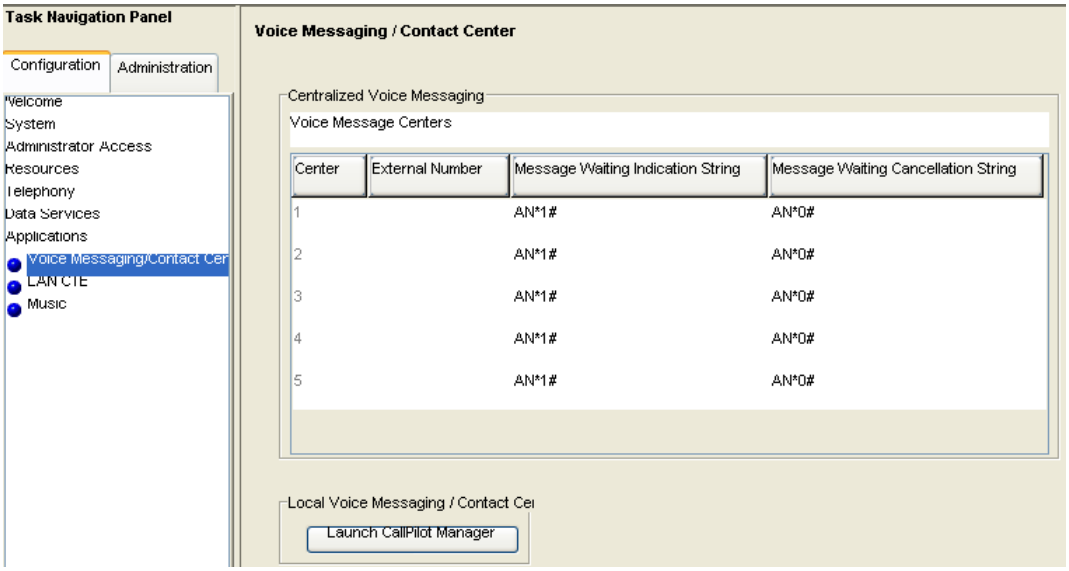
1 Launch and log on to Element Manager.

The Element Manager opens with the Configuration tab selected in the Task Navigation Panel**.**

2 Expand the **Applications** folder.

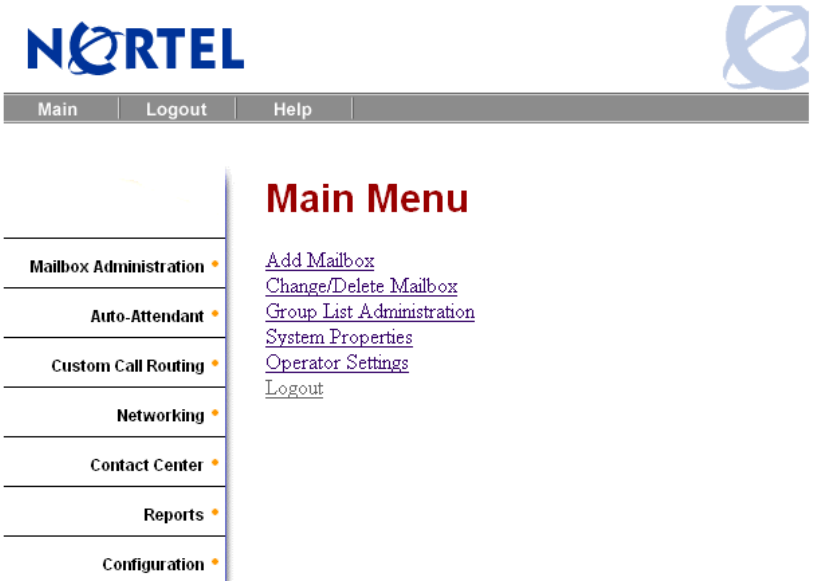
3 Click **Voice Messaging/Contact Center**.

The Voice Messaging/Contact Center panel appears.



4 Click **Launch CallPilot Manager**.

The CallPilot Manager: Main Menu page opens.

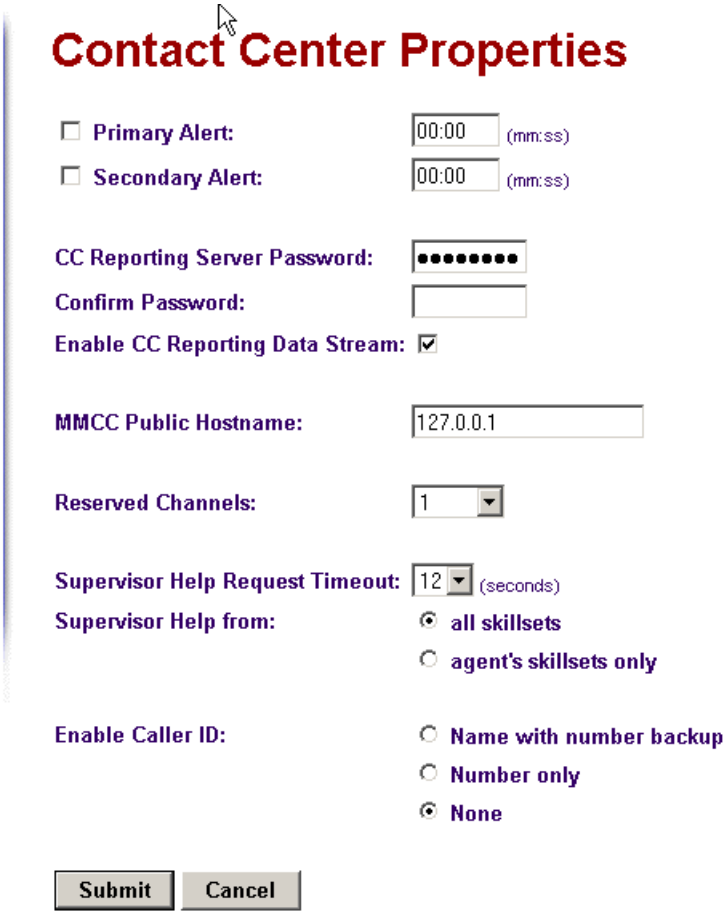


5 Click **Contact Center**.

The Contact Center page opens.

6 Click **General Properties**.

The Contact Center Properties page opens.



7 In the **MMCC Public Hostname** field, type the host name of your system.

8 Click **Submit**.

9 Do not log off BCM. Go to "Assigning routing to Multimedia Contact Center calls" on page 27.

Assigning routing to Multimedia Contact Center calls

You must assign how Multimedia Contact Center calls are routed. The standard method of assigning call routing is to specify the initial skillset in the web link that is used to initiate the call. See the *Multimedia Contact Center Web Developer Guide* for details. You specify the skillsets to be used to the web developer, who includes this information on the customized web pages for your company.

You can also use the callback number information for a Multimedia Contact Center Call, to move the call to another skillset or change the call's priority within the skillset. The callback number is processed by the CLID (Calling Line Identification) column in the CLID/DNIS Routing table in CallPilot Manager.

Note: The skillset defined in the HTML tag is used unless there is an overriding rule in the CLID/DNIS (Calling line identifier/dialed number identification service) table.

Routing tables

When you set up your Contact Center, you create day and night routing tables for each skillset. To route Multimedia Contact Center calls effectively, you must understand how routing steps affect Multimedia Contact Center calls. For example, you can set up the Night Routing Table so that when your Contact Center is closed, Multimedia Contact Center calls are transferred to a mailbox or another number.

Before a Multimedia Contact Center call is connected to an agent, the following Intelligent Overflow actions disconnect the call in the caller's browser and display a message to the caller:

- transfer to Skillset mailbox
- transfer to external or internal DN
- transfer to Automated Attendant
- transfer to Operator

Before a Multimedia Contact Center call is connected to an agent, the following actions route the call as expected:

- overflow to other skillsets
- move to another skillset
- change priority of call

For information about setting up Day and Night Routing Tables, see the *Contact Center Set Up and Operation Guide.*

Routing Multimedia Contact Center calls using the CLID/DNIS Routing table

If you do not want to use a CLID/DNIS table, continue with "Assigning a callback route for Multimedia Contact Center" on page 31.

To route calls using the CLID/DNIS table

1. Launch and log on to Element Manager.

   The Element Manager opens with the Configuration tab selected in the Task Navigation Panel.

2. Expand the **Applications** folder.
3. Click **Voice Messaging/Contact Center**.

   The Voice Messaging/Contact Center panel appears.

4. Click **Launch CallPilot Manager**.

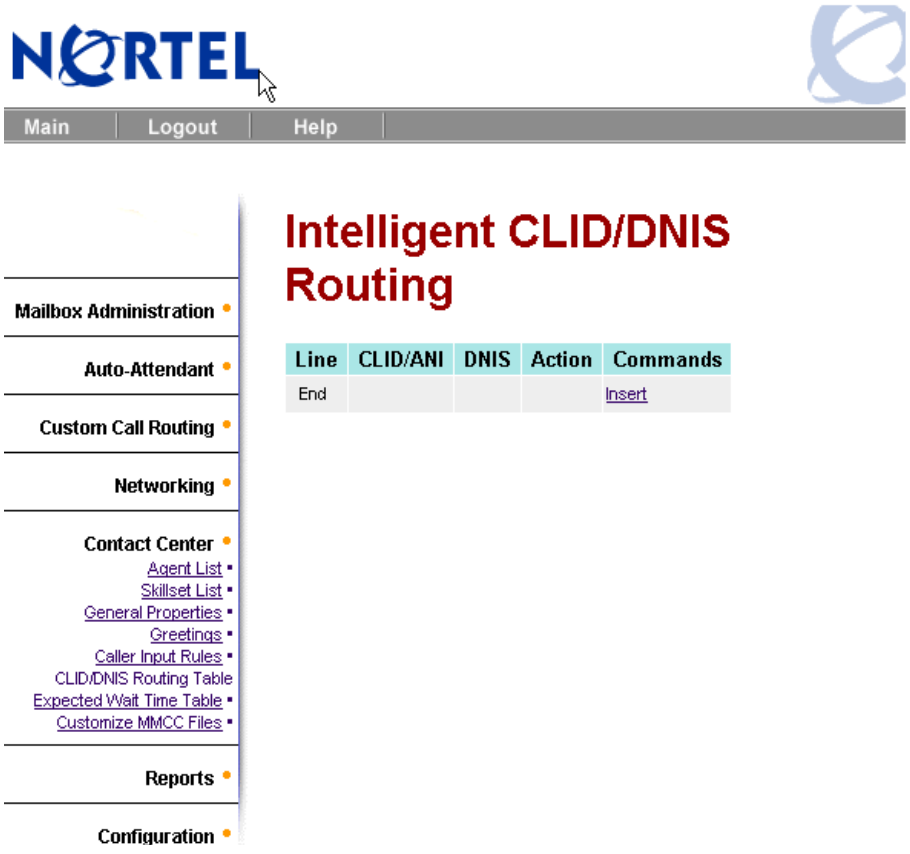
   The CallPilot Manager: Main Menu page opens.

5. Click **Contact Center**.

   The Contact Center page opens.

6. Click **CLID/DNIS Routing Table**.

   The Intelligent CLID/DNIS Routing page appears.



7 Click **Insert** to assign how Multimedia Contact Center calls are routed.

The CLID/DNIS Setup page appears.

8 Select how you want Multimedia Contact Center calls to be routed:

a If you want Intelligent CLID/DNIS routing to apply to Multimedia Contact Center calls, select the **Multimedia Calls** check box and do not enter information in the Line or DNIS boxes. You must enter a CLID/ANI entry.

Note: If you select the Multimedia Calls check box, you must have a CLID/ANI entry, either a phone number or an asterisk (*). An asterisk (*) in the CLID/ANI field represents all Multimedia Contact Center calls, including browser only calls and phone and browser calls. If you select Multimedia Calls and enter an asterisk (*) in the CLID/ANI field, then all Multimedia Calls are routed to the specific skillset. If you want to route the phone and browser calls to another skillset, then program a CLID/ANI entry with a telephone number. So it is a separate entry from the browser only calls.

b To route calls to a specific skillset, select the **Move to Skillset** radio button and select a skillset.

c To change the call priority, select the **Change Call Priority Only** radio button.

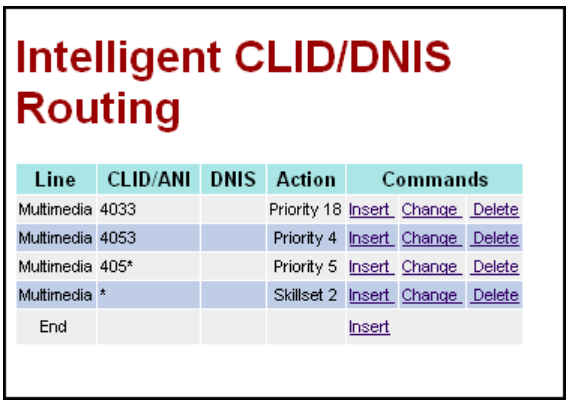
d Use the **New Call Priority:** drop-down list to select the priority of CLID/DNIS calls.

e Click **Submit**.

The Intelligent CLID/DNIS Routing page appears.

The routing rule you created appears in this table.

The CLID/DNIS Routing table shows four examples of Multimedia Contact Center rules.



Intelligent CLID/DNIS Routing

Line	CLID/ANI	DNIS	Action	Commands
Multimedia	4033		Priority 18	Insert Change Delete
Multimedia	4053		Priority 4	Insert Change Delete
Multimedia	405*		Priority 5	Insert Change Delete
Multimedia	*		Skillset 2	Insert Change Delete
End				Insert

- In the first Multimedia Contact Center rule, Multimedia Contact Center calls with a CLID or ANI of 4033 are given a priority of 18.
- In the second Multimedia Contact Center rule, Multimedia Contact Center calls with a CLID or ANI of 4053 change to a priority 4.
- In the third Multimedia Contact Center rule, Multimedia Contact Center calls with a CLID or ANI beginning with 405 change to a priority of 5.

  You can use the wildcard character (*) for Multimedia Contact Center rules. For example, if you want to program all Multimedia Contact Center calls from a specific area code such as 403 to have a high priority and go to skillset 1, select Multimedia Calls, enter 403* and select priority 1 and skillset 1.
- In the fourth Multimedia Contact Center rule, any Multimedia call (browser only calls and phone and browser calls) that do not match the three previous rules are routed to Skillset 2.

9 Do not log off CallPilot Manager.

Go to "Assigning a callback route for Multimedia Contact Center" on page 31 and assign a callback route.

Assigning a callback route for Multimedia Contact Center

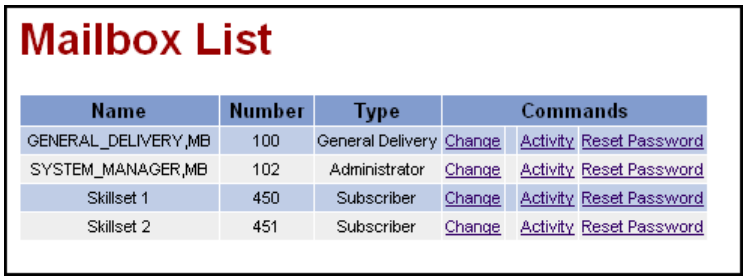
A callback route must be set up for Contact Center to connect to the caller's phone. You can program the callback route for each skillset by programming the skillset mailbox, or across the entire system by using the system administration mailbox. The callback route is determined as follows:

- If you program a skillset to have a callback route associated with it, Multimedia Contact Center uses the callback route that you have programmed.
- If you do not program a skillset to have a callback route, but you program the system administration mailbox to have a callback route associated with it, Multimedia Contact Center uses the callback route that you have programmed.
- If you do not program a skillset or the system administrator mailbox to have a callback route, Multimedia Contact Center uses Pool A.

To assign a callback route for a skillset or the system administrator mailbox

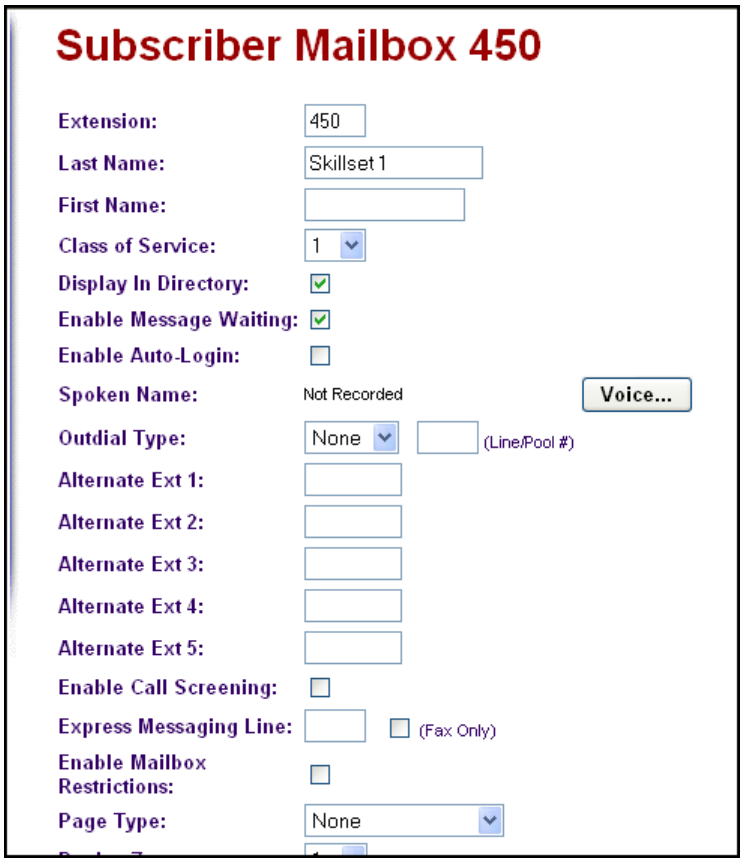
1 On CallPilot Manager, click the **Mailbox Administration** heading.

The Mailbox List page appears.



2 Click the **Change** link for the mailbox to which you want to assign a callback route, either the system administrator mailbox or the skillset mailbox.

The window opens, showing the properties of the mailbox you selected.



3 Select an **Outdial Type** from the drop-down list.

If you are not sure of which outdial type to select, ask your system administrator.

- If you select Pool, enter a number between 1 (for Pool A) and 15 (for Pool O). Make sure that this pool has lines assigned to it. Refer to "Assigning an outgoing line to a line pool" on page 38.

- If your system uses Primary Rate Interface (PRI) lines for outdialing, select Route as the outdial type. Ask your system administrator what the PRI routing code is.

  If you use PRI lines, you must also:

  a make sure the routing table is set up correctly

  Refer to "Configuring outdialing using PRI lines".

  b create whatever calling restrictions you need, including the routing code

  Refer to "Creating a Multimedia Contact Center dial plan" on page 43.

  c configure the Dialing Translation Table

  Refer to "Configuring the Dialing Translation Table" on page 47.

4 Click **Submit**.

5 Do not log off.

If you use PRI lines, go to "Configuring outdialing using PRI lines" on page 33.

If you use a line pool, go to "Assigning an outgoing line to a line pool" on page 38.

Configuring outdialing using PRI lines

If you use Primary Rate Interface (PRI) lines, you must configure the outdialing for your Contact Center. If you don't, go to "Assigning an outgoing line to a line pool" on page 38.

To configure outdialing using PRI lines

1 Launch and log on to Element Manager.

The Element Manager opens.

2 Expand the **Resources** folder.

3 Click **Telephony Resources**.

The Telephony Resources panel opens.

4 In the **Modules** table, select the module number of your PRI.

The Details for Module: panel opens below the Modules table.

5 In the **Modules** table, go to the **Low** column and record the line number assignment (for example, 65).

You need this number for step 7.

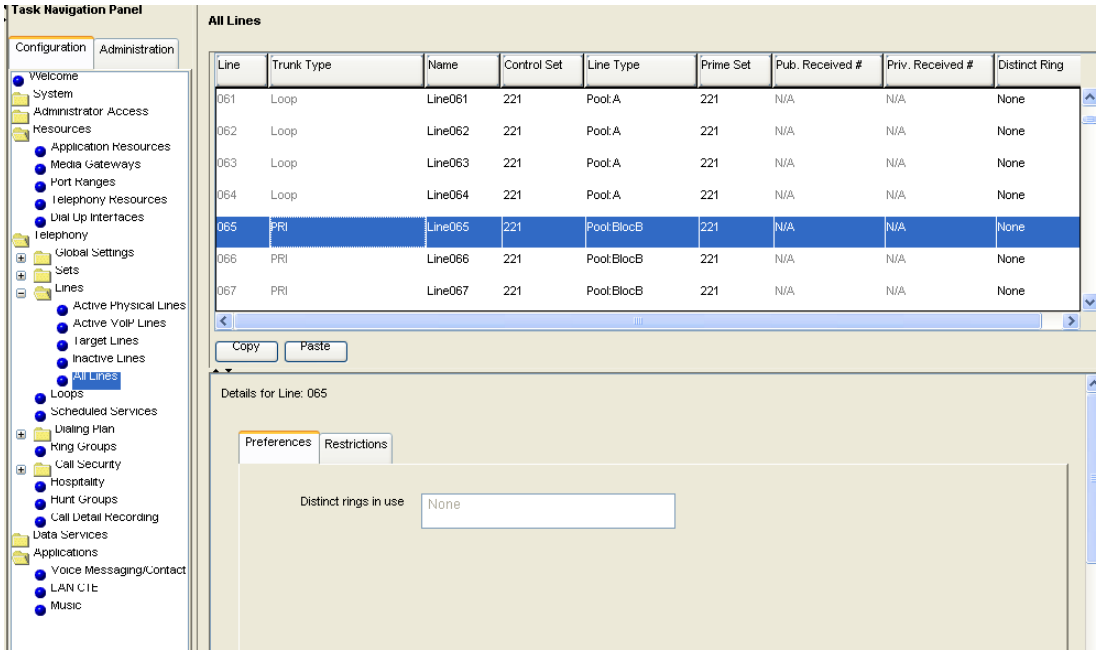
Note: Make sure the protocol shown in the Details for Line: panel is set to be compatible with your PRI service provider.

6 From the **Configuration** tab, expand the **Telephony** folder.

7 Open the **Lines** folder.

8 Click **All Lines**.

The All Lines panel opens.



9 In the **All Lines** table, scroll down to the line number you recorded in step 5 that has the PRI trunk type.

10 In the **Line Type:** field, verify the line type.

11 From the **Configuration** tab, expand the **Telephony** folder.

12 Expand the **Dialing Plan** folder.

13 Click **Routing**.

The Dialing Plan – Routing panel opens with the Routes tab displayed.

14 Select a route from the **Routes** table.

or

If you want to add a new route, click **Add**. Enter the number of the new route and click **OK**. Select the new route from the **Routes** table.Configure the route.

a Click the Use Pool column for the route you have selected.

b Select a pool from the drop-down list of possible pools.

c Click the DN type column.

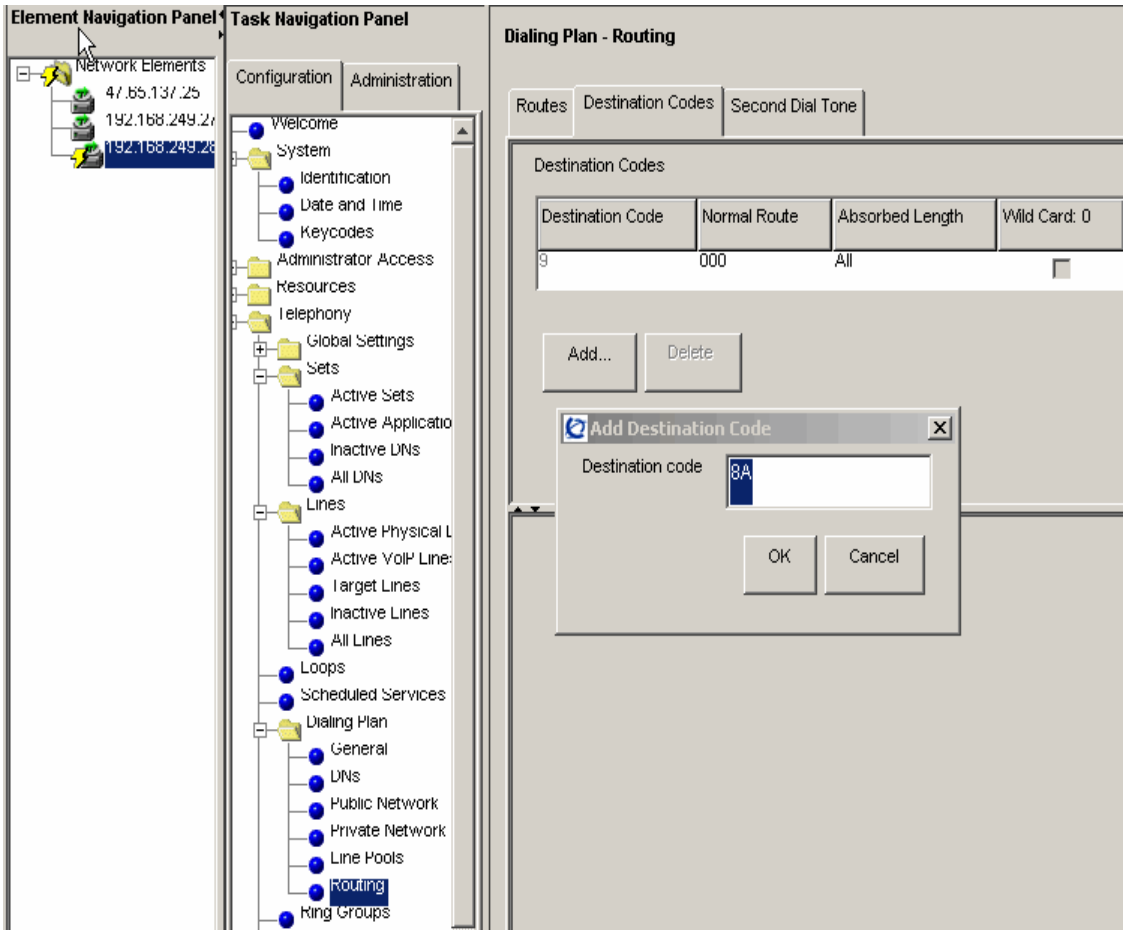
d Select a DN type from the drop-down list of possible DN types.

15 Click the **Destination Codes** tab.

The Destination Codes panel opens showing the Destination Codes table.

16 Click **Add**.

The Add Destination Code dialog box appears.

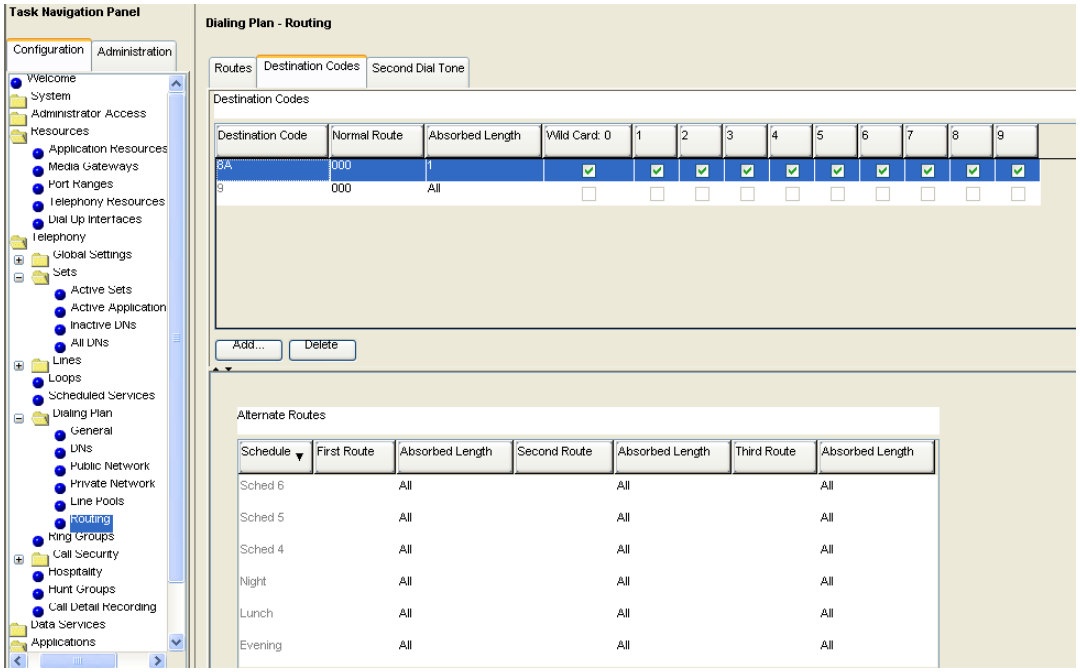


17 In the **Destination code** field, type the destination code you want to use.

In this example, 8A is shown. (A represents *any*.) This means that any dialed number that starts with 8 uses PRI-A, that is, routing code 8 uses Pool PRI-A.

18 In the **Destination Codes** table, select the destination code you created.

The Alternate Routes for Destination Code: panel appears below the Destination Codes panel.



19 In the **Alternate Routes:** table, select a schedule type.

20 In the **First Route**, **Second Route**, and **Third Route** columns, type the route numbers you want to use the for selected schedule.

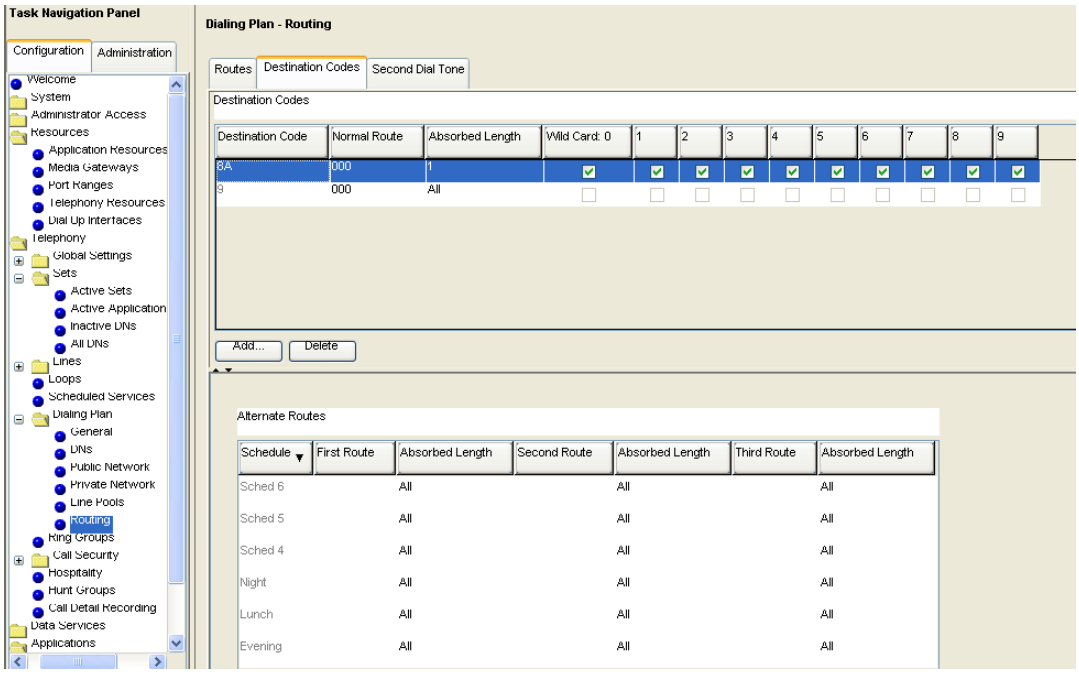
21 In the **Absorbed Length** column, click on the field in this column for the schedule you are configuring.

A drop-down list opens.

22 From the **Absorbed Length** drop-down list, select an absorbed length.

Set the absorbed length so that the routing code is not actually dialed (Absorb All).

In this example, 8A is the destination code, which has an absorbed length of 1. This means that the 8 is absorbed and only the first digit after it is dialed out on the PRI line.



23 View the public DN length.

This is the number of digits after the prefix that the agents can dial.

a In the **Telephony** folder, expand the **Dialing Plan** folder.

b Click **Public Network**.

The Dialing Plan – Public Network panel opens.

c In the **Public Network DN Lengths** table, select a DN prefix.

d In the **DN Length** column, view the DN length.
If you must change a DN length, see the *BCM Networking Configuration Guide*.

24 Log off Element Manager.

Go to "Creating a Multimedia Contact Center dial plan" on page 43.

Assigning an outgoing line to a line pool

You must assign an outgoing line to a line pool so that Multimedia Contact Center accepts callback calls. In this example, a line is assigned to Pool A.

Note: You do not need to do this procedure if you use PRI lines.

To assign an outgoing line to a line pool

1. On a telset, enter **Feature 985** to display the Voicemail DN.

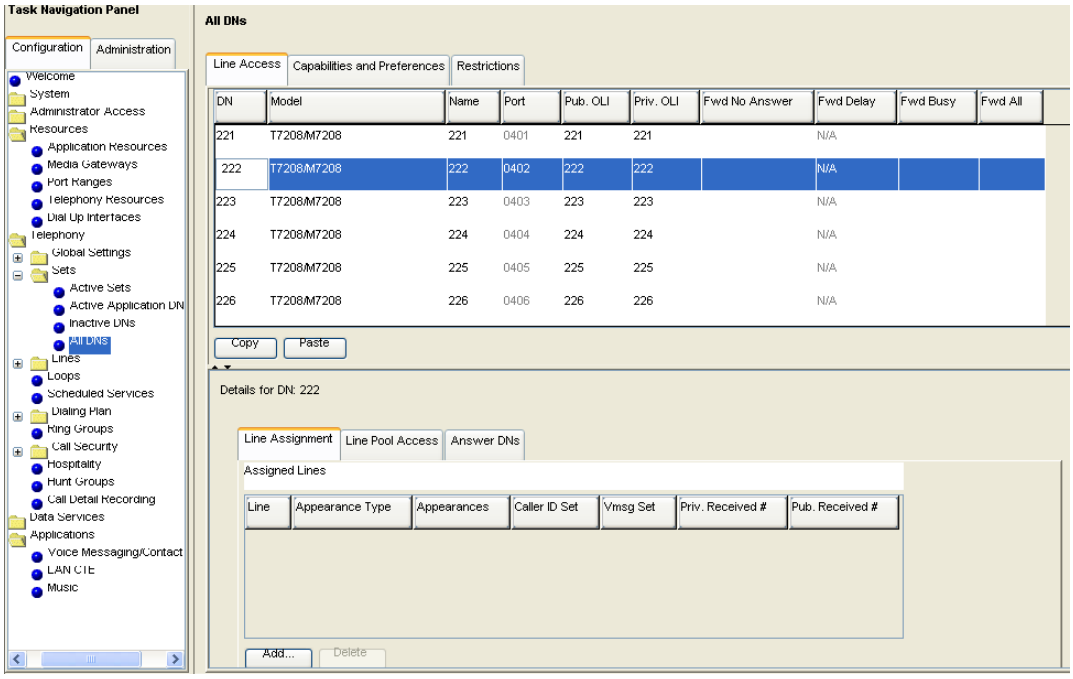
   The DN number appears on the telset screen.

2. In Element Manager, from the **Configuration** tab in the **Task Navigation Panel**, expand the **Telephony folder**.
3. Expand the **Sets** folder.
4. Click **All DNs**.

   The All DNs panel appears.

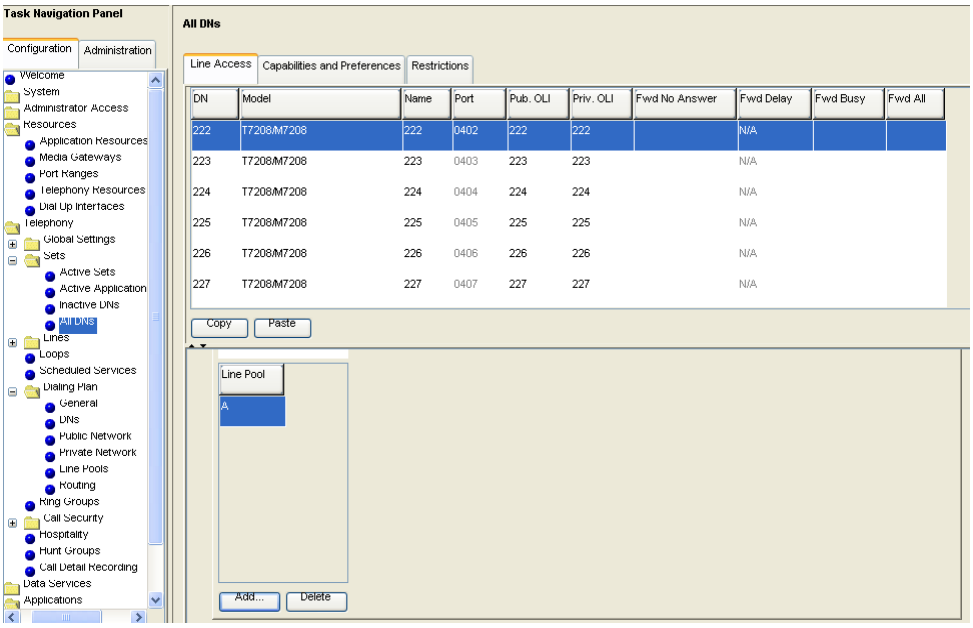
5. In the **Line Access** tab, select the DN that appears on the screen of your telset.

   The details for that DN appear in the Details for DN: panel in the lower half of the All DNs panel.



6. In the **Details for DN:** panel, select the **Line Pool Access** tab.

7 From the **Line Pools** list, select a line pool (for example, Pool A).



8 Open the **Dialing Plan** folder.

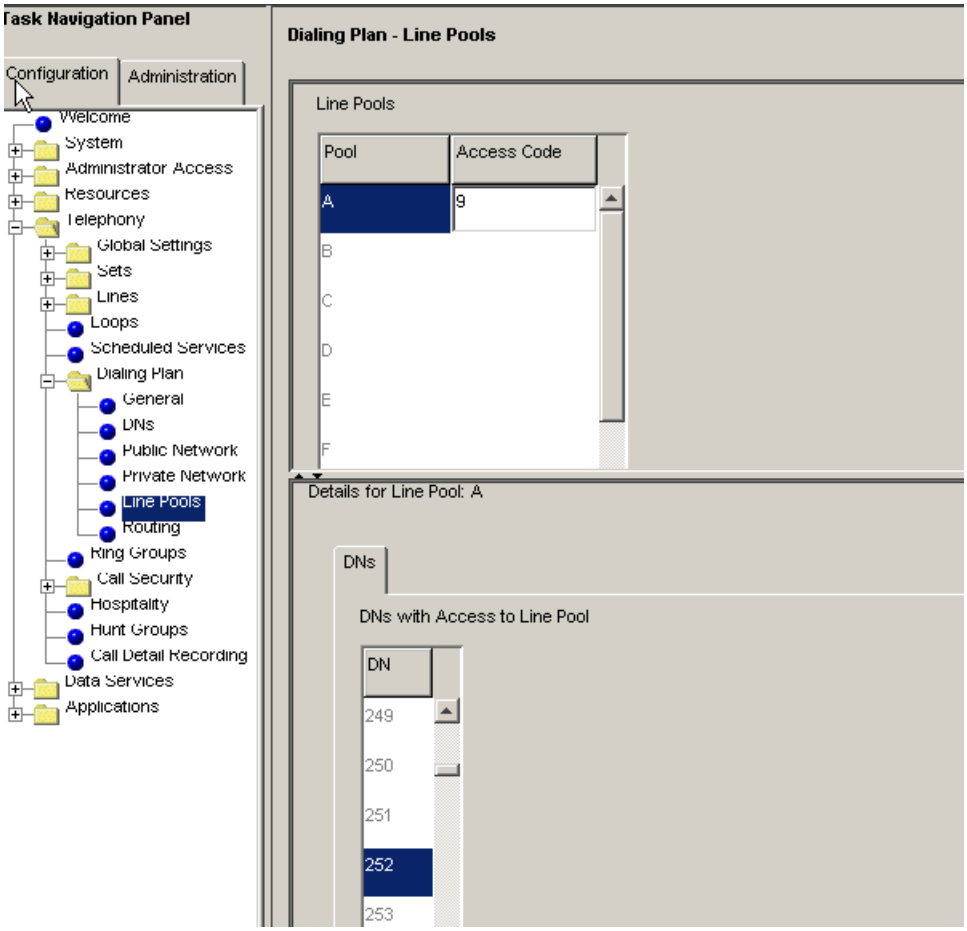
9 Click **Line Pools**.

The Dialing Plan – Line Pool panel opens.

10 In the **Line Pools** table, select the line pool you selected in step 7.

The Details for Pool: panel appears below the Dialing Pool – Line Pool panel.

11 In the **Access Code** column of the **Line Pools** table, type an access code (for example, 9) for the line pool you selected.



12 In the **DNs with Access to Line Pool** list, verify that your DN is included.

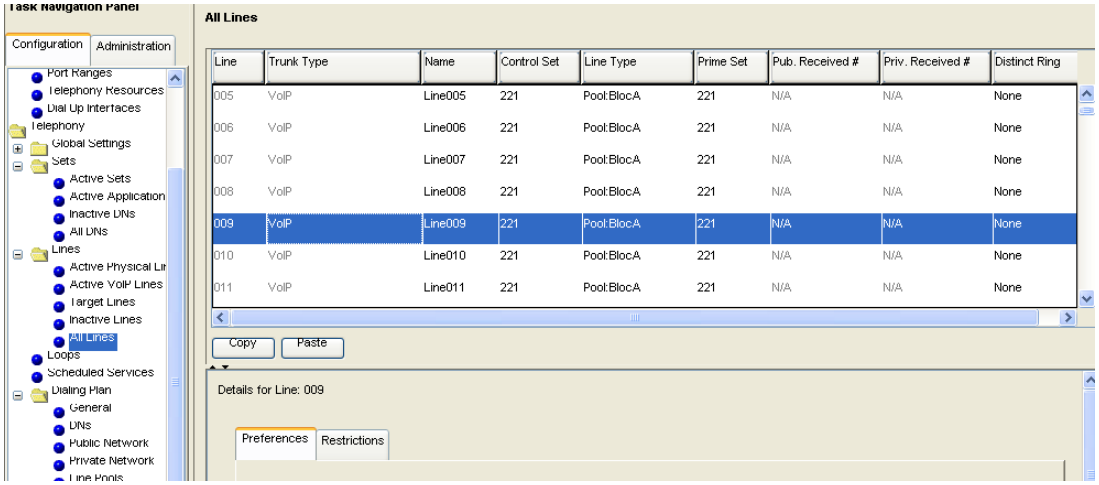
13 Expand the **Telephony** folder.

14 Expand the **Lines** folder.

15 Click **All Lines**.

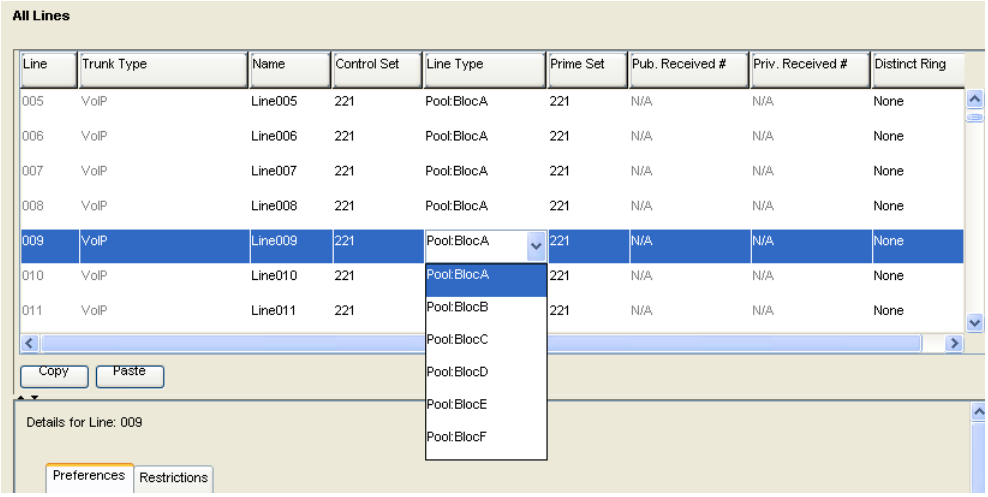
The All Lines panel opens.

16 In the **All Lines** table, select the number of the access code you assigned to your line pool in step 11.



17 On the **Line Type** tab, click the **Line Type.**

A drop-down list opens.



18 From the **Line Type** drop-down list, select the pool you chose for your DN.

19 Do not log off.

Go to "Creating a Multimedia Contact Center dial plan" on page 43.

Creating a Multimedia Contact Center dial plan

You can create a callback dial plan that restricts Multimedia Contact Center from calling certain numbers. When you create a dial plan you add restrictions to the DNs that BCM uses for callback. These restrictions limit the calls that Multimedia Contact Center accepts; for example, you can create a restriction that limits calls to local calls from your service area.

You can add restrictions to skillset and the Voicemail DNs. You can display DNs by entering Feature 985 on a set.

Note: If you add a restriction to the Voicemail DN, you also restrict all outcalling calls, including external transfers from CCR Trees, Off-premise Message Notification, and Outbound Transfers.

Example of a dial plan that restricts calls based on their country

Bridgestone Computers sells computers in the United States and Canada, and has different information for prices and shipping for each country.

The Contact Center administrator sets up restrictions for each of the U.S. and Canada skillsets. When a caller in the U.S. clicks the HTML link and enters their phone number, the restriction rules for the US skillset identify the caller as being in a U.S. area code. That skillset calls back telephone numbers within the US.

To create a restriction on the BCM system

1. In Element Manager, from the **Configuration** tab in the **Task Navigation Panel**, expand the **Telephony** folder.
2. Click **Scheduled Services**.

   The Scheduled Services panel opens.
3. From the **Schedules** table, select the schedule you want to create.

   The Details for Schedule panel appears to the right of the Schedules table.
4. In the Schedule Times table, set the daily start and stop time for the schedule you selected.

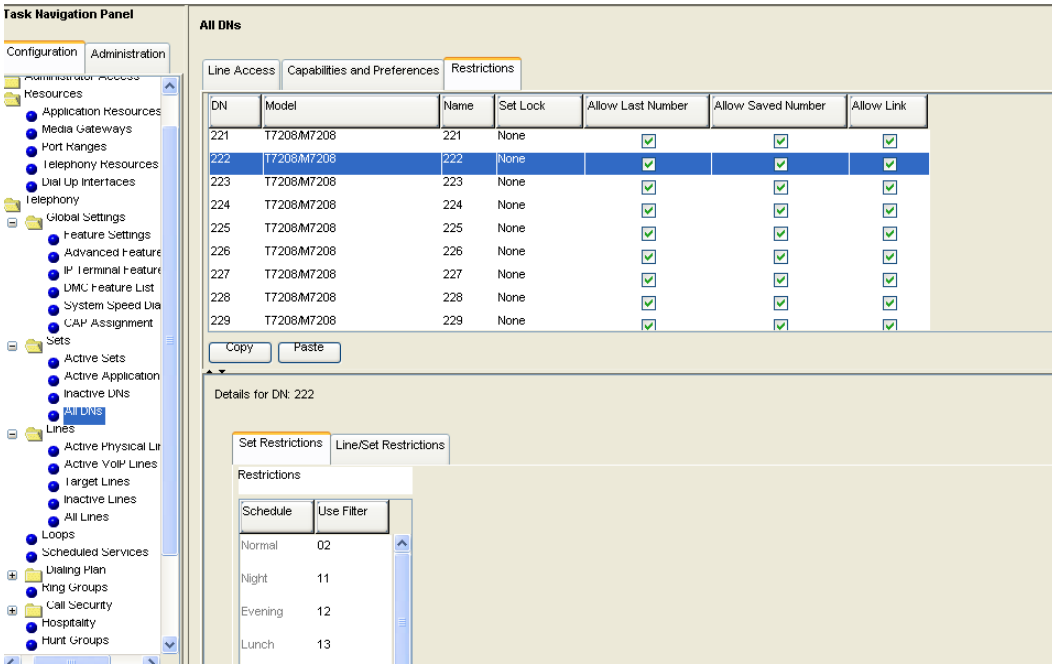
To add a restriction to the BCM system

1 In Element Manager, from the **Configuration** tab in the **Task Navigation Panel**, expand the **Telephony** folder.

2 Expand the **Sets** folder.

3 Click **All DNs**.

The All DNs panel appears.



4 Click the **Restrictions** tab.

5 Select the DN for which you want to set a restriction.

The Details for DN panel appears below the All DNs panel.

6 Select the **Set Restrictions** tab.

7 In the **Restrictions** table, select the schedule you want to restrict and enter the appropriate filter code in the **Use Filter** column.

The default restriction filter is 00.

For more information on programming dialing plans and filters, see *the BCM Networking Configuration Guide.*

8 Do not log off. Go to "Setting the maximum number of outcalling channels" on page 45.

Setting the maximum number of outcalling channels

When you install Multimedia Contact Center on your system, set the Maximum Outcalling Channels to a value higher than 1. The default number of voice channels assigned for outcalling is 1. Also, to ensure that the Outcalling Channels do not consume all the available voice channels, set the Outcalling Channels to a number lower than the minimum number of voice ports. For information on how to change the minimum number of voice ports, see the *BCM Networking Configuration Guide*.

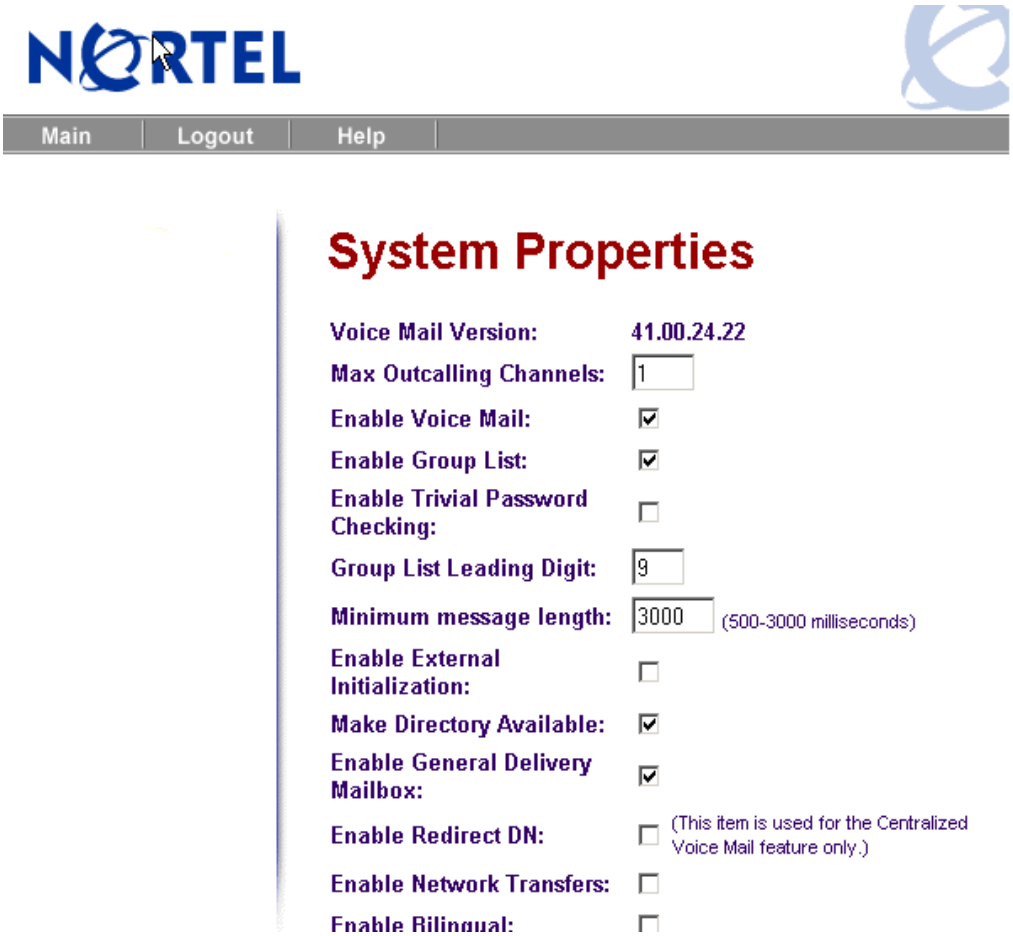
If you do not set the Maximum Outcalling Channels to higher than one, callers see the Lines busy message.

To set the maximum number of outcalling channels

1 From CallPilot Manager Main Menu page, click **Configuration**.
To launch CallPilot Manager, see "Setting Multimedia Contact Center parameters" on page 24.

2 Click **System Properties**.

The System Properties page appears.



3 In the **Max Outcalling Channels** field, type a value higher than 1.

4 Click **Submit**.

Do not log off CallPilot Manager.

Go to "Configuring the Dialing Translation Table" on page 47.

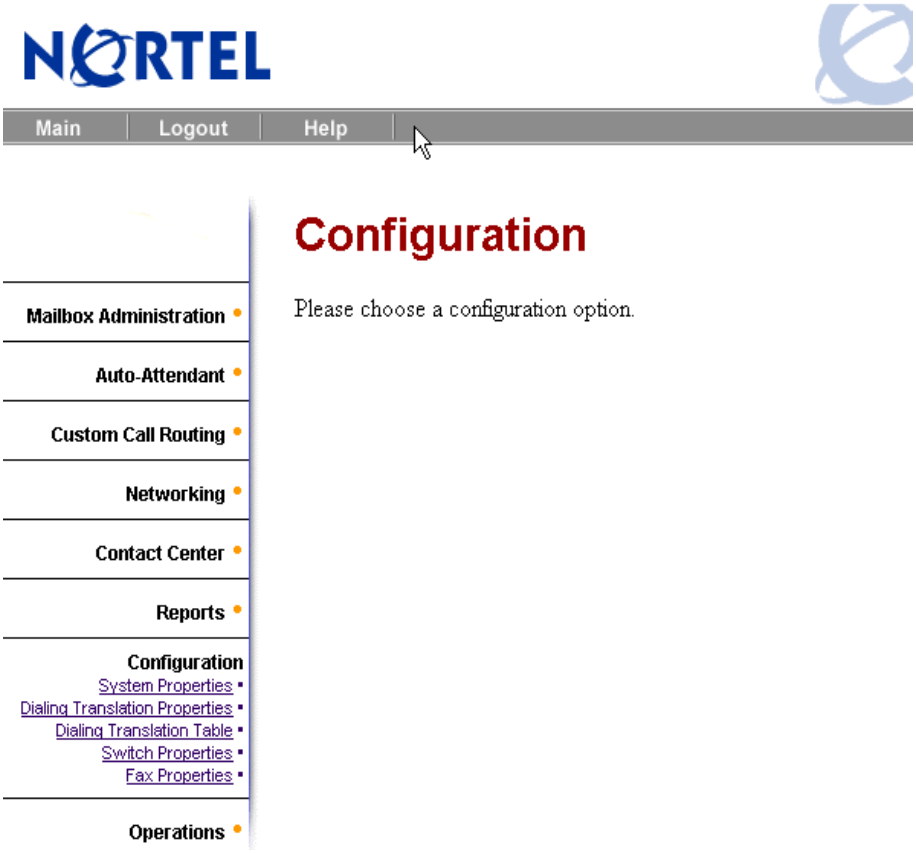
Configuring the Dialing Translation Table

If your outdialing type is Route, configure the Dialing Translation Table to add your routing prefix to the callback numbers.

To configure the Dialing Translation Table

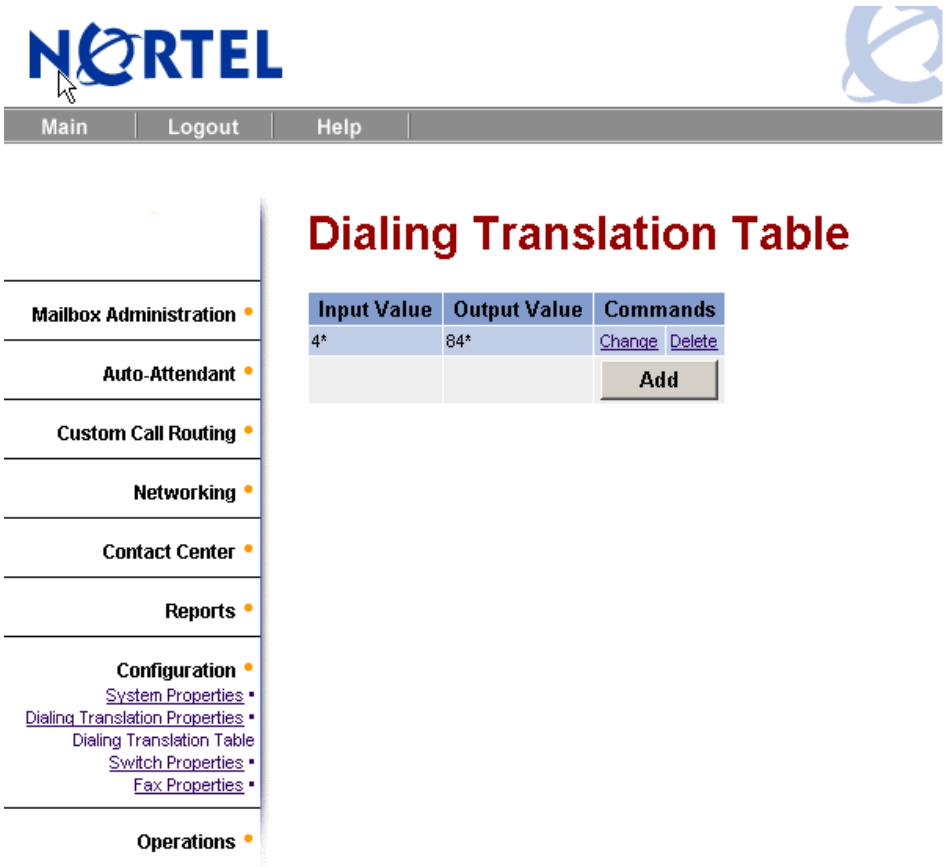
1 From the CallPilot Manager **Main Menu** page, click **Configuration**.

The Configuration page opens.



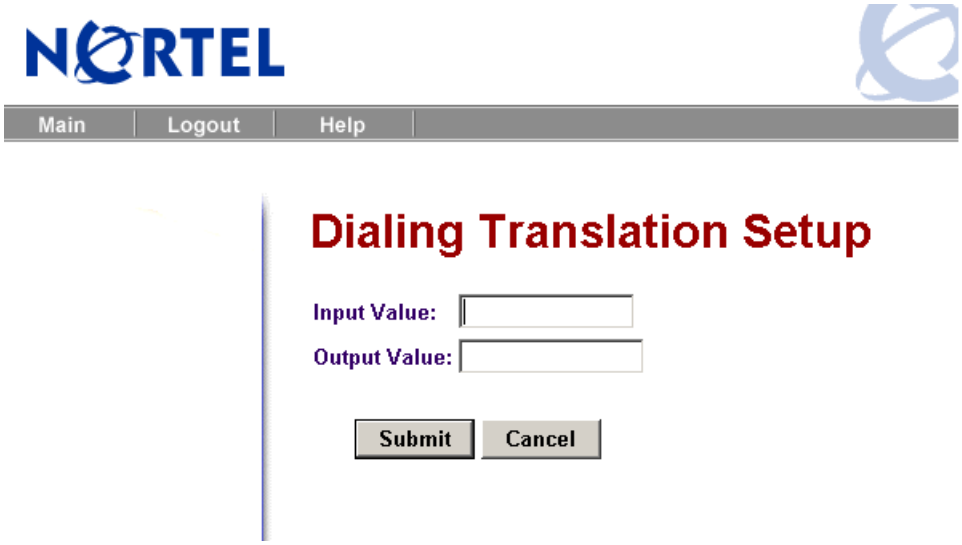
2 Click **Dialing Translation Table**.

The Dialing Translation Table page opens.



3 Click **Add**.

The Dialing Translation Setup page appears.



4 In the **Input Value** field, enter the number you want to translate.

5 In the **Output Value** field, enter the value to which you want to translate the number.

In this example, the number 4 is translated to 84. This means that when a Multimedia Contact Center callers enters a number that starts with 4, Contact Center automatically adds the prefix 8.

6 Click **Submit**.

Chapter 4
Multimedia Contact Center agents

Setting up Multimedia Contact Center agents involves:

- Enabling Multimedia Contact Center agents
- Adding Multimedia Contact Center agents to Contact Center
- Adding more than one agent
- Installing Multimedia Contact Center software on an agent's computer
- Configuring an agent's server settings
- Configuring an agent's name

Enabling Multimedia Contact Center agents

With the Nortel Multimedia Contact Center keycode, you can enable all your Contact Center agents as Multimedia Contact Center agents. If you need more agents, you can purchase additional agent keycodes that enable an additional 1, 4, 8, 16, or 32 agents.

To enable Multimedia Contact Center agents

1. Complete the steps in "Enabling Multimedia Contact Center" on page 24 to apply the Contact Center Agent keycode for the number of agents you want to enable.
2. Do not log off Business Communications Manager.

   Follow the steps in "Adding Multimedia Contact Center agents to Contact Center" to add Multimedia Contact Center agents to Contact Center.

Adding Multimedia Contact Center agents to Contact Center

To add a Multimedia Contact Center agent

1. Launch and log on to Element Manager.

   The Element Manager opens with the Configuration tab selected in the Task Navigation Panel**.**
2. Expand the **Applications** folder.
3. Click **Voice Messaging/Contact Center**.

   The Voice Messaging/Contact Center panel appears.

4 Click **Launch CallPilot Manager**.

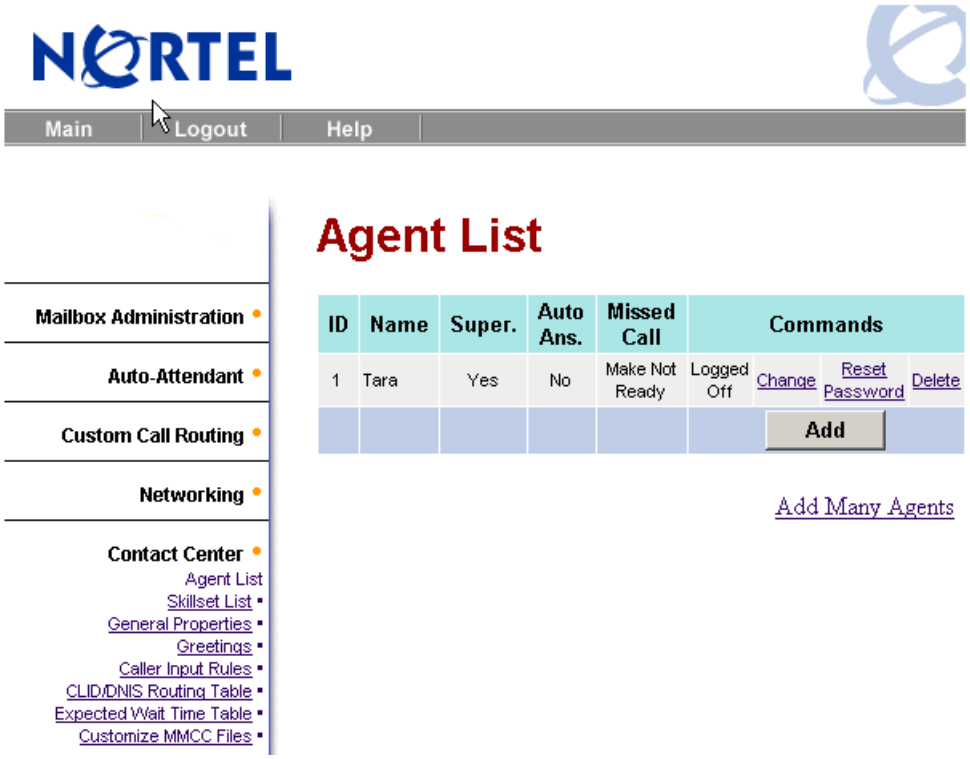
The CallPilot Manager Main Menu page opens.

5 Click **Contact Center.**

The Contact Center page opens.

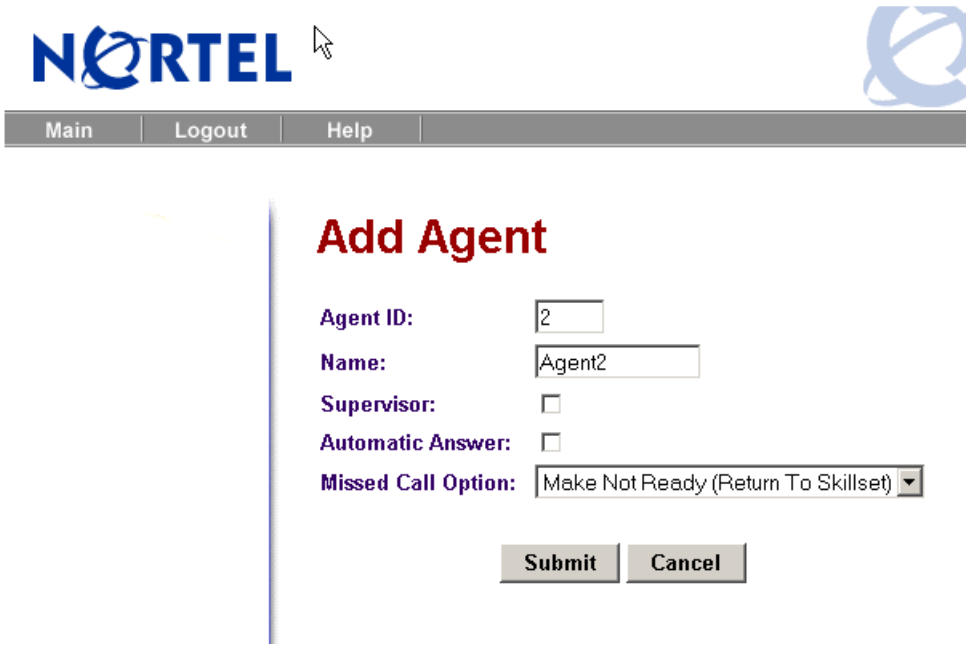
6 Click **Agent List**.

The Agent List appears.



7 Click **Add**.

The Add Agent window opens.



8 Complete the **Agent ID** and **Name** fields.

9 Select the **Supervisor** check box if you want the agents to have Supervisor status.

10 Select the **Automatic Answer** check box if you want calls to be force-delivered to the agents.

11 From the **Missed Call Option** drop-down list, select **Make Not Ready (Return to Skillset)** or **Automatic Logout**.

12 Click **Submit**.

Adding more than one agent

You can save time by adding more than one agent at a time. When you add multiple agents, the agents have the default agent name and parameters.

To add more than one agent

1 Launch CallPilot Manager from Element Manager.

2 Click **Contact Center.**

The Contact Center page opens.

3 Click **Agent List**.

The Agent List appears.

4 Click **Add Many Agents**.

The Add Many Agents page appears.

5 In the **From** field, type the lowest Agent ID number of the agents you want to create.

6 In the **To** field, type the highest Agent ID number of the agents you want to create.

7 Select the **Supervisor** check box if you want the agents to have Supervisor status.

8 Select the **Automatic Answer** check box if you want calls to be force-delivered to the agents.

9 From the **Missed Call Option** list box, select **Make Not Ready (Return to Skillset)** or **Automatic Logout**.

10 Click **Submit**.

Note: Any previously configured agents with an Agent ID number that falls within the range you enter in the From and To boxes are not changed. These agents are not included in the number of agents added.

Installing Multimedia Contact Center software on an agent's computer

You must install and configure the Multimedia Contact Center software on the computer of each Multimedia Contact Center agent.To install the software, you must log on as an administrator. If you see the following error message, you are logged on as a non-privileged user and will not be able to install the software.

Setup Initialization Error
Setup has detected that unInstallShield is in use. Please close unInstallShield and restart setup.
Error 432.
OK

Requirements for agents using Multimedia Contact Center

To use Multimedia Contact Center, agents must have:

- Internet Explorer 5.5 with SP 2, or a later version of Internet Explorer
- any of these operating systems: Windows 2000 or Windows XP
- a Pentium II processor at 233 MHz, minimum (Pentium III at 500 MHz or higher recommended)
- 64 MB of RAM, minimum (128 MB or higher recommended)
- 30 MB of free hard drive space
- Java runtime version 1.5.0 or higher (available from the Java web site)
- a network card and an Internet connection

To install Multimedia Contact Center software on an agent's computer

1 On the agent's computer, point the web browser to the URL

https://<bcmip>:

where <bcmip> is the IP address of your Business Communications Manager system.

The Welcome to BCM page appears.

2 Click **Administrator Applications**.

The Administrator Applications page opens.

3 In the left frame, under **Contact Center Applications**, click **Multimedia Contact Center**.

The Multimedia Contact Center application download page appears.

Note: You must install Java Runtime Environment (JRE) 1.5 or higher before you download Multimedia Contact Center to the agent's computer. You can download the latest version of JRE from the Java web site.

4 Click the **Download Multimedia Contact Center** link and download the application to the agent's PC.

The File Download dialog box appears.

5 Click **Save.**

The Save As dialog box appears.

6 Navigate to the location to which you want to download the file and click **Save**.

7 Locate the downloaded file and double-click it to unzip it.

8 Install the Agent Notification software on the agent's PC.

Note: Nortel recommends that you install the software in C:\Program Files\Nortel\Multimedia Contact Center Agent Notification.

Note: For non-administrative agents using Agent Notification software on a Windows XP SP2 platform, the Contact Center administrator must include javaw.exe and java.exe as exceptions in the firewall settings so these agents can accept Multimedia Contact Center calls.

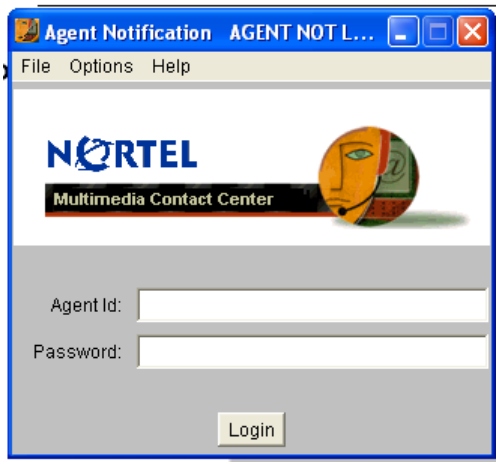
Configuring an agent's server settings

To configure an agent's server settings

1 To start the Multimedia Contact Center software on the agent's computer, select the **Start** menu.

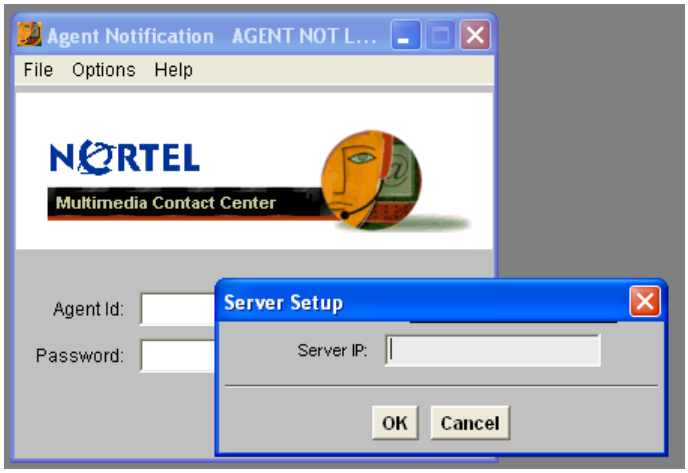
2 Select **Programs** > **Nortel** > **Multimedia Contact Center** > **Agent Notification**. This is the default installation path.

The Agent Login/Logout dialog box appears.



3 From the **Options** menu, select **Server Setup**.

The Server Setup dialog box appears.



4 In the **Server IP** field, enter the IP address or fully qualified domain name (FQDN) of the BCM.

5 Click **OK**.

Configuring an agent's name

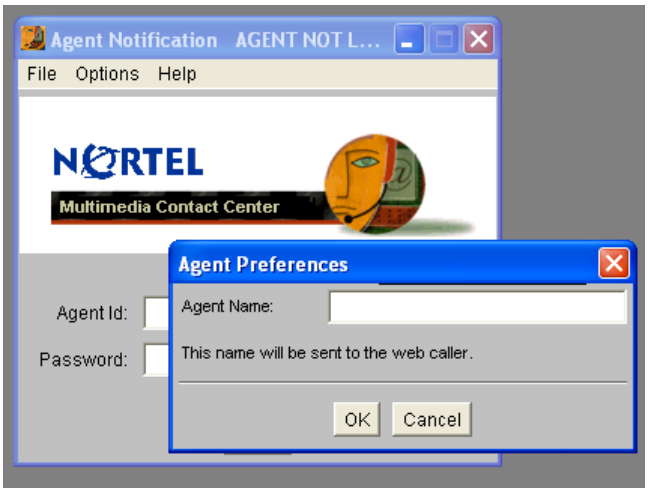
Either you or the agent can enter the agent name that is displayed to callers.

To configure an agent's name

1 Select **Programs** > **Nortel** > **Multimedia Contact Center** > **Agent Notification**.
This is the default installation path.
The Agent Login/Logout dialog box appears.

2 From the **Options** menu, click **Agent Name**.

The Agent Preferences dialog box appears.



3 In the **Agent Name** field enter, the agent name that will appear to callers.

4 Click **OK**.

Using Follow-me browsing

Follow-me browsing does not work with embedded Flash animations. If an agents clicks a Flash button, the image that is sent to the agent is not displayed to the caller.

Tell agents that if the page they are sending to the caller contains Flash animations, the agents must tell the caller to display the page by clicking on the appropriate button in their browser display the next page (for example, the Next button).

Chapter 5
Multimedia Contact Center messages

Multimedia Contact Center messages are messages that are sent from a business web site to callers (customers, contacts, or surfers) who have contacted the business.

These messages assist customers in making contact with the business, give customers choices in the type of media they use to contact the business, and provide updates about the progress of their call.

You or your web developer can:

- customize the default Multimedia Contact Center message templates
- create lists of web pages that Multimedia Contact Center agents push to callers
- create interfaces, which are sets of web pages specific to topics, such as sales and service department, or languages, such as French, Spanish, and German

For information about:

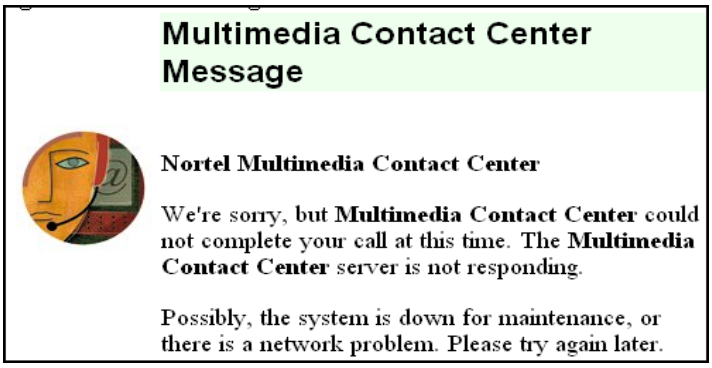
- default Multimedia Contact Center messages, see"Status and error messages" on page 64
- downloading message templates, see "Downloading web pages and viewing web page lists" on page 69
- customizing messages, see "Customizing web pages" on page 71
- uploading web pages, see "Uploading or deleting web pages" on page 73
- creating and distributing lists of web pages, see "Creating and distributing web page lists" on page 77
- creating custom interfaces, see "Adding MMCC interfaces" on page 72

Status and error messages

During a call, a caller can see one or more of the following status and error messages. Multimedia Contact Center displays these messages by creating an instance of the HTML template file called MSG.html.

Multimedia Contact Center unavailable message

Callers see this message if they click the Multimedia Contact Center icon while Business Communications Manager is not operational.


Multimedia Contact Center Message
Nortel Multimedia Contact Center
We're sorry, but Multimedia Contact Center could not complete your call at this time. The Multimedia Contact Center server is not responding.
Possibly, the system is down for maintenance, or there is a network problem. Please try again later.

No agents logged on message

Callers see this message if there are no Multimedia Contact Center agents logged on.

Multimedia Contact Center Message
Nortel Multimedia Contact Center
Sorry, your call could not be completed.
There are no agents available to take your call at this time. Please try again later.

Bad calling preferences message

Callers see this message if the phone number they enter in the call setup page is improperly formatted, or if Multimedia Contact Center does not provide service to their calling area.

Multimedia Contact Center Message
Nortel Multimedia Contact Center
We're sorry, but Multimedia Contact Center could not complete your call.
Either:
the phone number that you entered as your calling preference is improperly formatted or
the business does not provide phone service to the calling area specified in your phone number.
Please try your call again, or contact us directly.

Choose how to connect message

Callers see this message if they do not specify their connection preferences in the call setup page.

Multimedia Contact Center Message
Nortel Multimedia Contact Center
You must tell us how you would like to connect.
Please fill in your name in the space provided.
Then, select either of the "By Phone and Browser" or "By Browser Only" radio buttons.
If you select "By Phone and Browser", then enter your valid phone number in the space provided.

Session completed message

Callers see this message after they click the Hangup button on the caller interface.

User busy message

Callers see this message if their call cannot be completed because their phone line is busy.

Multimedia Contact Center Message
Nortel Multimedia Contact Center
Sorry, your call could not be completed because your phone is busy.
Please try again later.

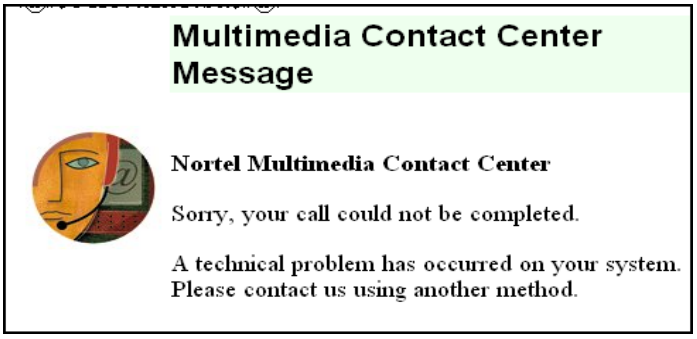
Lines busy message

Callers see this message if their call cannot be completed because Business Communications Manager has no available phone lines. Set the Maximum Outcalling Channels to more than one so that phone lines are available. For more information, see "Routing tables" on page 27.

Multimedia Contact Center Message
Nortel Multimedia Contact Center
Sorry, your call could not be completed. All Multimedia Contact Center lines are currently busy.
Please try again later.

Make call failed message

Callers see this message if their call cannot be connected because there is a problem with the Multimedia Contact Center server.


Multimedia Contact Center Message
Nortel Multimedia Contact Center
Sorry, your call could not be completed.
A technical problem has occurred on your system. Please contact us using another method.

No answer message

Callers see this message if they do not answer their phone.

Multimedia Contact Center Message
Nortel Multimedia Contact Center
Sorry, your call could not be completed because you did not answer your phone.
If your phone did not ring, please check your calling preferences and try again.

Connected message

Callers see this message when they connect to an agent.

Multimedia Contact Center Message
Nortel Multimedia Contact Center
Welcome to our Multimedia Contact Center system.
You are now connected with an agent.

Call transferred message

Callers see this message when Multimedia Contact Center or an agent transfers the voice call.

Multimedia Contact Center Message
Nortel Multimedia Contact Center
Your call has been routed to an area of our business that is not answering Multimedia Contact Center calls at this time.
Please try again later, or contact us using another method.
Thank you for using Multimedia Contact Center.

Web refresh message

Callers see this message while they are waiting for a Multimedia Contact Center agent to become available. You or your web developer can create variations of this message to assure callers that their call is important, and all agents are still busy.

Multimedia Contact Center Web Refresh 1
All agents are currently busy. We appreciate your patience and will be with you momentarily.

Recording Multimedia Contact Center announcements

You can record announcements for Multimedia Contact Center that callers hear while they are waiting for agents. Record Contact Center messages using CallPilot Manager. For information on recording Contact Center announcements, see the *Contact Center Set Up and Operation Guide*.

Downloading web pages and viewing web page lists

To customize a Multimedia Contact Center page, download it to your computer, customize it, and then upload it to Business Communications Manager. You can also view the lists of Multimedia Contact Center files that are on your system.

To download web pages or view lists of pages

1. Launch and log on to Element Manager.

   The Element Manager opens with the Configuration tab selected in the Task Navigation Panel**.**

2. Expand the **Applications** folder.
3. Click **Voice Messaging/Contact Center**.

   The Voice Messaging/Contact Center panel appears.

4. Click **Launch CallPilot Manager**.

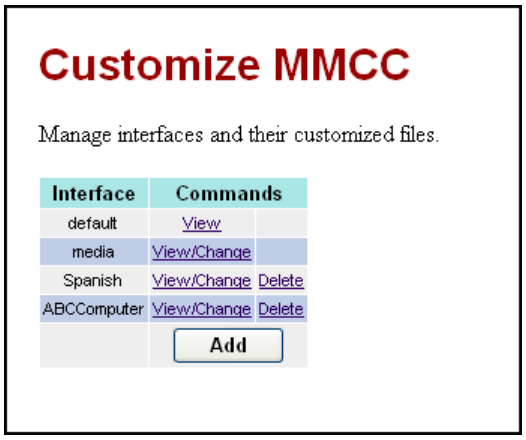
   The CallPilot Manager: Main Menu page opens.

5. Click **Contact Center**.

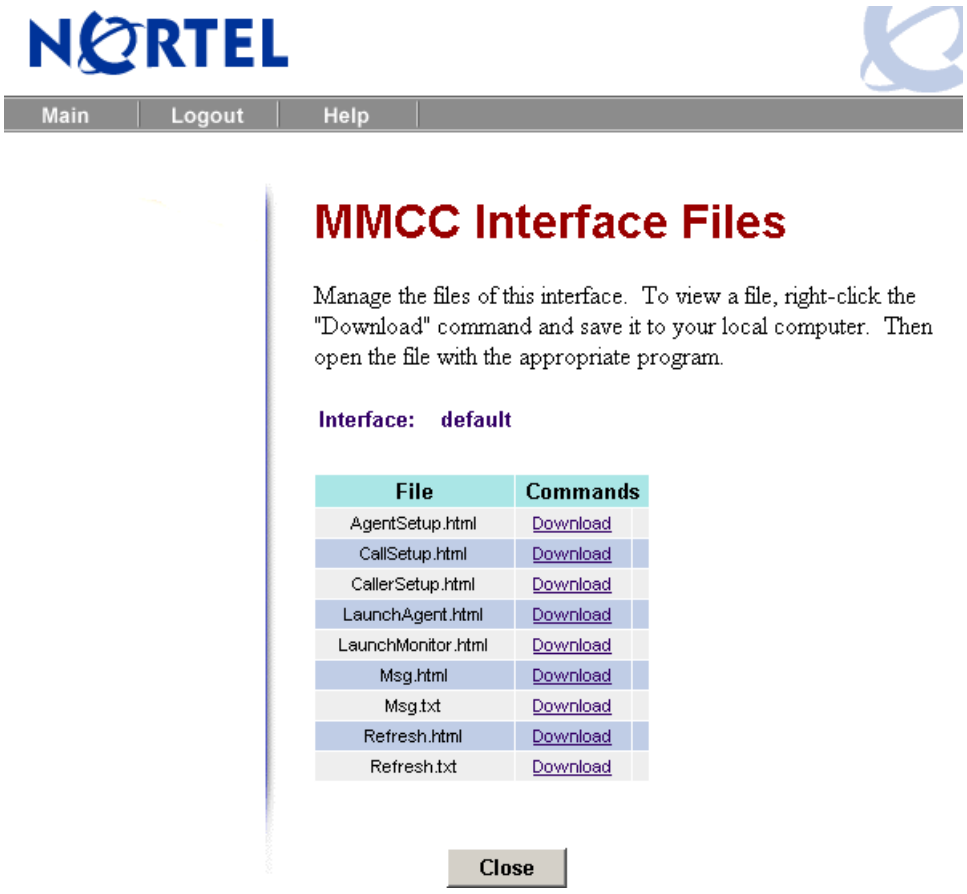
   The Contact Center page opens.

6. Click Customize **MMCC Files**.

   The Customize MMCC window opens.
   In this example, the user created two customized interfaces, Spanish and ABC Computer.



7 Click **View** for the default interface to see the list of default files.
The default subfolder only contains the set of default web page templates and text substitutions.
The default files list appears in a new browser page.



8 To download a file, right-click the download link, click **Save As,** and save the file to your PC.

Note: If you click the View/Change for a customized interface, you see a list of the customized files you uploaded to the BCM. If you have not uploaded any files, the folder is empty.

Customizing web pages

You or your web developer can customize web pages and upload them to Business Communications Manager. You can customize the default Multimedia Contact Center web pages or create your own.

Note: Do not directly edit web pages.

Note: Do not change the location of the Multimedia Contact Center default files on BCM.

To customize web pages

1. Download the web page or web page list you want to customize to your computer. Refer to "Downloading web pages and viewing web page lists" on page 69.
2. Customize the file or list of files.
3. Upload the customized files to Business Communications Manager using the procedure in "Uploading or deleting web pages" on page 73.

Downloading, customizing, and uploading pages

Overview of customizing an MSG.html file for the ABC Computer Company

1. Download the MSG.html template from Business Communications Manager to your desktop. Refer to "Downloading web pages and viewing web page lists" on page 69.
2. Customize the MSG.html file.
3. Save the new customized file in your local directory. Save the new file with a new name, such as abc_msg.html.
4. Log on to Business Communications Manager using the ABC Computer Company User ID and password. For more information about user accounts, see "Creating a user account for Multimedia Contact Center" on page 23.
5. Upload the file (see "Uploading or deleting web pages" on page 73).

Overviews of downloading, customizing and uploading pages

An overview of customizing an MSG.html file for the ABC Computer Company

1. Download the MSG.html template from Business Communications Manager to your desktop. Refer to "Downloading web pages and viewing web page lists" on page 69.
2. Customize the MSG.html file.

3 Save the new customized file in your local directory. Save the new file with a new name, such as abc_Msg.html.

4 Log on to Business Communications Manager using the ABC Computer Company name and password.

5 Upload the file. Refer to "Uploading or deleting web pages" on page 73.

Overview of uploading Spanish-language status and error messages

1 Download the Msg.html and Msg.txt template files from Business Communications Manager to your desktop and customize them. Refer to "Downloading web pages and viewing web page lists" on page 69.

2 Upload the files using the procedure in "Uploading or deleting web pages" on page 73:

   a Click the **Spanish** link.

   b Click **Add**.

   c From the list of customizable file names, select the **Msg.html** file.

   d Click **Add File**.

Adding MMCC interfaces

You can create a new interface to help manage your customized files. To create the interface, enter a new interface name. The new interface name must contain only alpha-numeric characters and has a maximum length of 16 characters.

After you add the new interface name, you can add customized files to your new interface. You can also delete files from the customized interface. The entire interface, including all the customized files, can be deleted by clicking the Delete link.

To add the MMCC interface

1 Launch and log on to Element Manager.
The Element Manager opens with the Configuration tab selected in the Task Navigation Panel**.**

2 Expand the **Applications** folder.

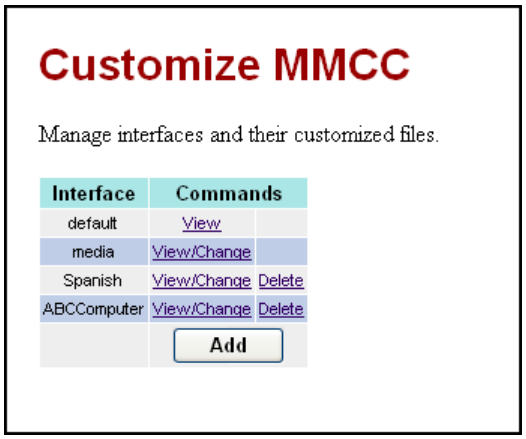
3 Click **Voice Messaging/Contact Center**.
The Voice Messaging/Contact Center panel appears.

4 Click **Launch CallPilot Manager**.
The CallPilot Manager: Main Menu page opens.

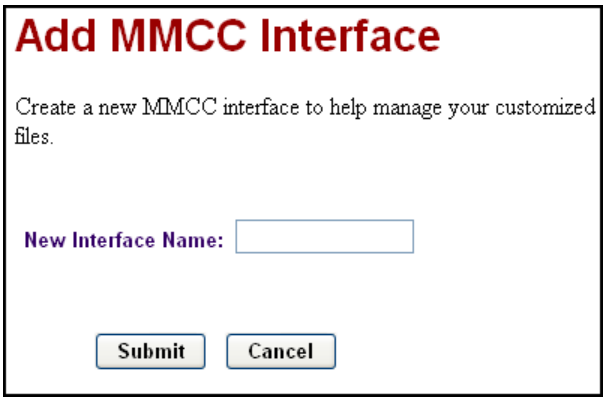
5 Click **Contact Center**.
The Contact Center page opens.

6 Click **Customize MMCC Files**.

The Customize MMCC window opens.



7 Click **Add**.
The Add MMCC Interface page appears.



8 Enter the New Interface Name.
It must be alpha-numeric characters and a maximum of 16 characters.

9 Click **Submit**.

Uploading or deleting web pages

After you customize Multimedia Contact Center web pages, use this procedure to upload them to Business Communications Manager. You can also use this procedure to view or delete any customized files that are outdated, misnamed, or misfiled.

To upload or delete customized files

1 Launch and log on to Element Manager.

The Element Manager opens with the Configuration tab selected in the Task Navigation Panel**.**

2 Expand the **Applications** folder.

3 Click **Voice Messaging/Contact Center**.

The Voice Messaging/Contact Center panel appears.

4 Click **Launch CallPilot Manager**.

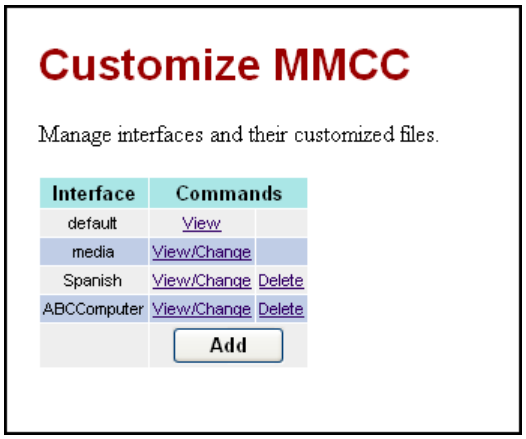
The CallPilot Manager: Main Menu page opens.

5 Click **Contact Center**.

The Contact Center page opens.

6 Click **Customize MMCC Files**.

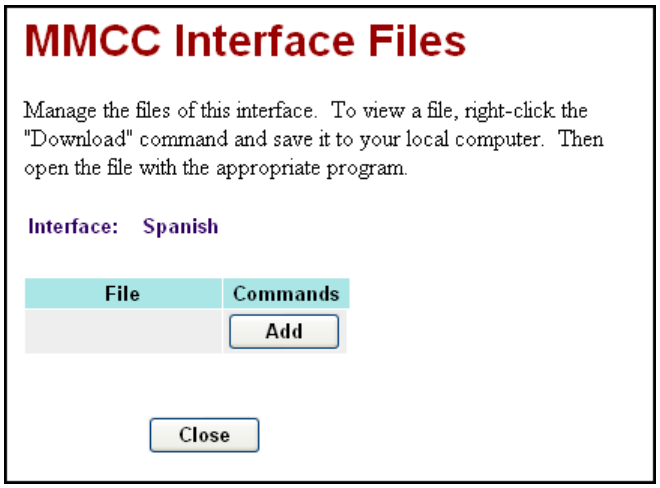
The Customize MMCC window opens.



7 Click **View/Change** in the command column of the interface to which you want to upload or view files.
In this example, View/Change was clicked for the customized interface named Spanish.

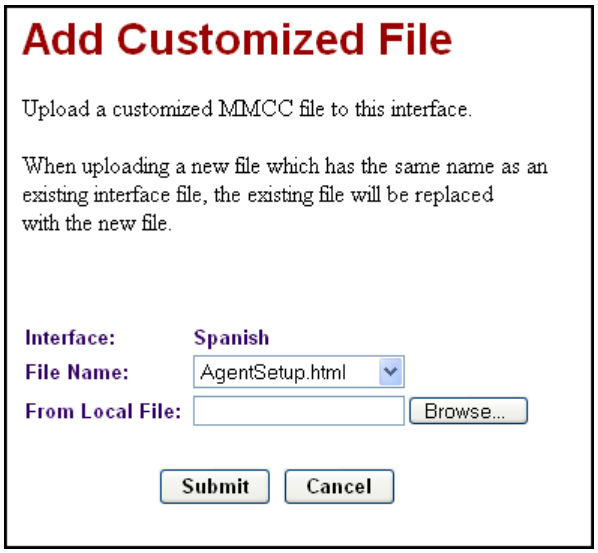
Note: If you click the View/Change for a customized interface, you see a list of the customized files you uploaded to the BCM. If you have not uploaded any files, the folder is empty.

The MMCC Interface files page opens.


MMCC Interface Files
Manage the files of this interface. To view a file, right-click the "Download" command and save it to your local computer. Then open the file with the appropriate program.
Interface: Spanish
File
Commands
Add
Close

8 Click **Add**.

The Add Customized File window opens.


Add Customized File
Upload a customized MMCC file to this interface.
When uploading a new file which has the same name as an existing interface file, the existing file will be replaced with the new file.
Interface:
Spanish
File Name:
AgentSetup.html
From Local File:
Browse...
Submit
Cancel

Note: Before you upload any file, ensure the file extensions in the **File Name** drop-down list and the **From Local File** field match exactly.

9 To upload files:

a From the **File Name:** drop-down list, select the file you want to customize.

b In the **From Local File:** field, enter the path of the file, or click **Browse** to browse your PC for the file.

The path of the file you selected appears in the field.

Note: If you upload a media file, use the relative path "/ivb-media" to see uploaded media files. For example, if you upload the file "logo.jpg" to the media interface, in a custom HTML file, reference the file by including a tag such as <IMG SRC="/ivb-media/logo.jpg" ...>.

c Click **Submit**.

To delete files:

a From the **MMCC Customize Files** page, find the file you want to remove, and click **Remove** in the commands column.

The file is deleted from the list.

To upload a media file

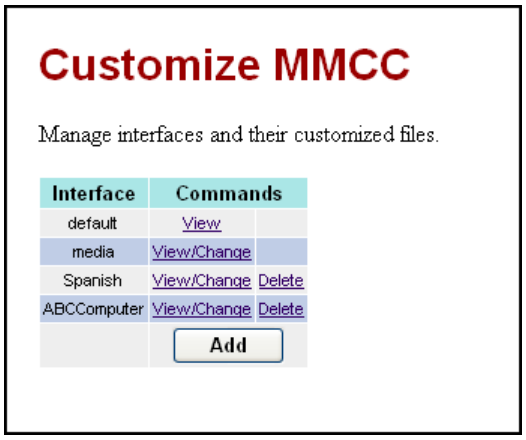
To upload a customized file for the media interface, complete this procedure.

1 From the CallPilot Manager Main Menu Web page, click the **Contact Center** heading.

The Contact Center page opens.

2 Click **Customize MMCC Files**.

The Customize MMCC window opens.

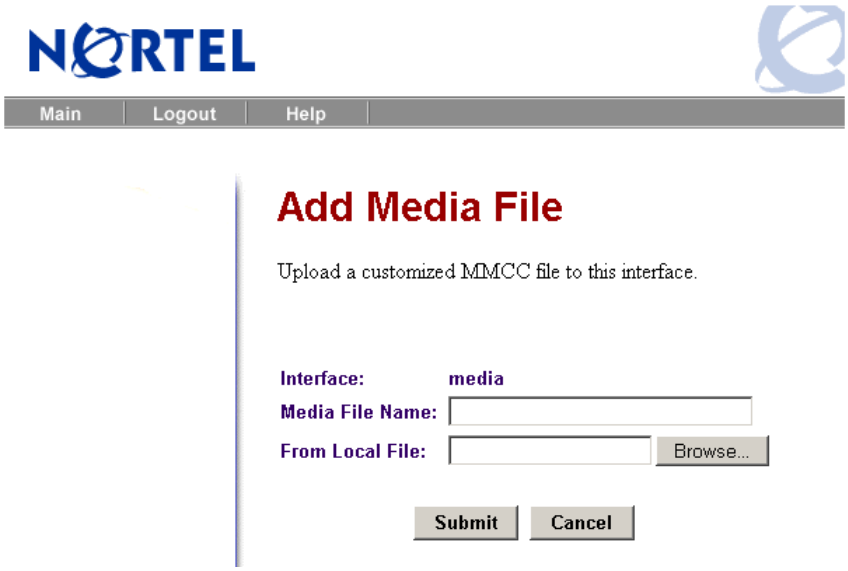


3 Click **View/Change** in the command column of the media interface.

The MMCC Interface Files window opens.

4 Click **Add**.

The Add Media File window opens.



5 In the **Media File Name** field, enter the name of the file you want to upload.

Note: Before you upload any file, ensure the file extensions in the **Media File Name** field and the **From Local File** field match exactly.

6 In the **From Local File** field, enter the path of the file, or click **Browse** to browse your PC for the file. The path of the file you selected appears in the field.

7 Click **Submit**.

The file uploads to the media interface directory.

Creating and distributing web page lists

You or your web developer can create bookmarked lists of web pages that agents can push to callers.

After you create a web page list, export it in a shared directory on your network and notify the Multimedia Contact Center agents to import the list.

Note: You must use Internet Explorer for the web page lists you create and distribute. Other web browsers are not supported.

To create a list of web pages

1 In your browser, create a folder for the new list of web pages.

Create a folder name that is easy to identify.

2 Browse to the pages you want to bookmark.

3 Bookmark each page, and save each bookmark in the folder you created.

4 Start the Import/Export Wizard by selecting **File** > **Import and Export**.

5 Save the folder you created to a network drive.

6 Send an e-mail to the agents telling them to import the new folder into their Favorites folder.

In your e-mail, tell the Multimedia Contact Center agents where the web page list is located on the network. Be sure to include the location of the folder in your message. You can set up an address list of agents so you can notify all the agents with one e-mail.

Whenever you create or update a web page list, notify the agents to copy the list to their computer.

Chapter 6
Logs

Viewing log files

Log files are automatically generated daily by Multimedia Contact Center. You can use log files to diagnose system problems. The log files include all activity that occurs with its CGI interface and its telephony server.

Multimedia Contact Center Log files are generated on the BCM. The logs are named:

- mmcc-cgi.out
- mmcc.out

You manage log files by transferring selected BCM log files from the BCM to a specified location, such as your personal computer. You can then view individual log files using the BCM Element Manager Log Browser or your usual text editor. On BCM models with an integrated router, you can also retrieve router logs using the WebGUI router.

To view a log file

1 Launch the web page for your BCM at https://<ipaddress>

where

<ipaddress> is the IP address of your BCM.

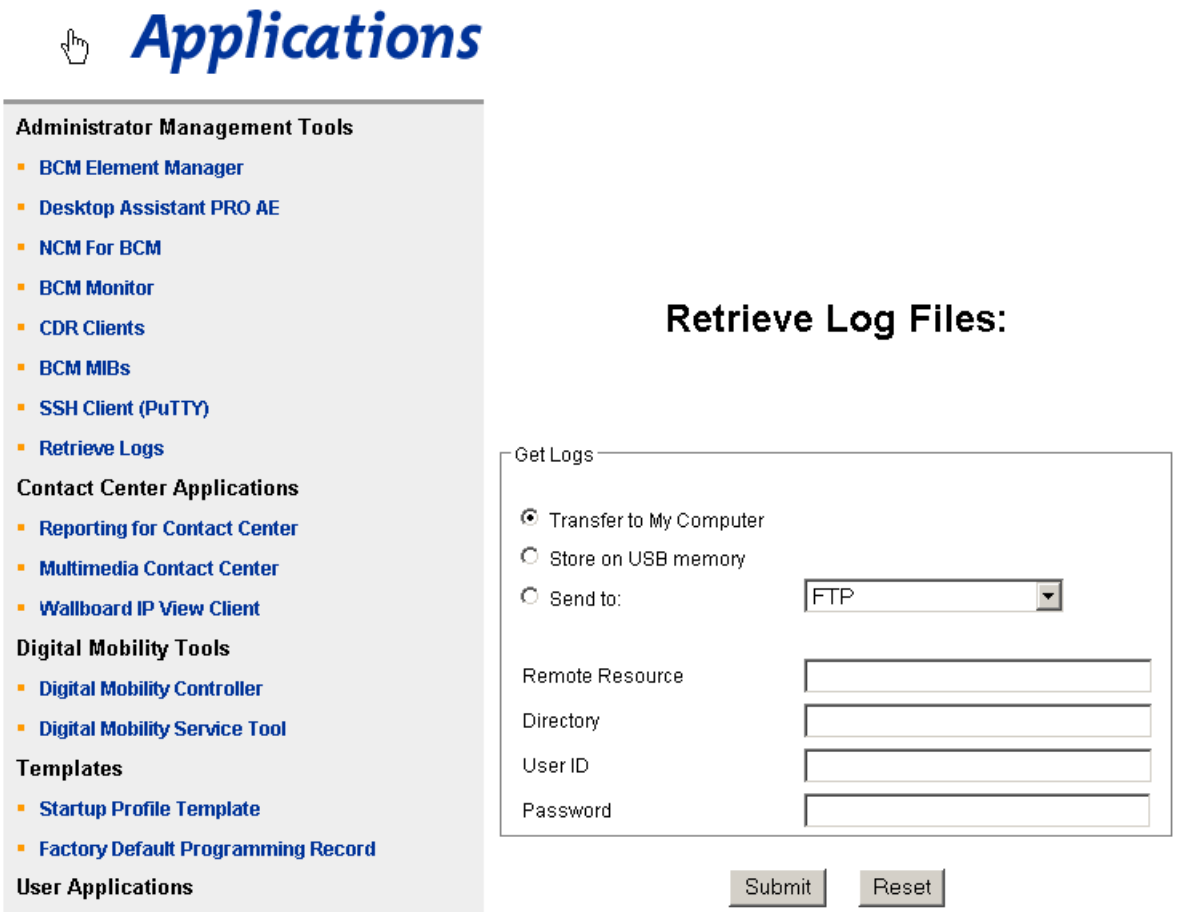
The Welcome to BCM page opens.

2 Click **Administrator Applications**.

The Administrator Applications page opens.

3 Under **Administration Management Tools**, click **Retrieve Logs**.

The Retrieve Log Files: tool appears in the right-hand panel.



4 Use the Retrieve Log Files: tool to retrieve log files.

You can transfer files to your PC, a USB memory card, or to an external resource, such as an FTP server.

For more information on managing, viewing, downloading, and transferring log files, see the section on managing log files in the *BCM Administration Guide*.

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